**Surabhi Neha** Mob: +91-9902050984

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Focused on my goals I have the capability and passion to achieve my targets. In 5+ years of career, I have worked in both Credit and Retail banking operations and have successfully delivered the output using the required acumen and skill along with my innovativeness whenever required.

Professional Experience:

* Organization–AXIS BANK LTD.
* Designation – Assistant Manager – Retail banking
* Duration - July 2010 till July 2015
* Locations- New Delhi, Ranchi, Bangalore

Experience Summary

* ***July 2010-July 2015 : Retail banking operations***

Handled different profiles related to Banking operations at branch level

* **Cash** :
* Handled the cash department at branch level as head cashier.
* Regularly managed and monitored all the cash related activities like cash remittances, ATM management, and audit issues, office accounts monitoring and maintaining all the reports related to cash department as per the banking norms.
* **Clearing** :
* Handled all end to end clearing activities at circle level to facilitate banking operations smoothly like clearance of cheques, government clearing, monitoring office accounts, verification and authorization of all the clearing transactions.
* **Other banking operations**:
* Processing of all the banking transactions related to customer dealings.
* Providing excellent customer services to all the customers at branch level and assisting the operations head in timely closure of all transactions.
* Retail Asset Management and portfolio management of HNI customers
* CASA acquisition and investment advisory for customer
* Cross sell of banking product.
* Deepening of existing retail and HNI portfolio
* Customer relationship management
* ***Academic Qualifications***
* Post Graduate Diploma in Financial Management and Marketing Management from Birla Institute of Technology, Ranchi , India in 2010
* Bachelor of Commerce (Accountancy honors) from St. Xaviers college , Ranchi , India in 2008
* ***Co- curricular :***

Painting, Playing Computer Games, Rock Music

* ***Key Skills***

Cash Management, Retail Banking Operations, Customer Service, Finacle, Clearing, MS Excel, Easy Pay, Banking Reconciliation, Portfolio Management, Financial Planning, CASA acquisition, cross sale of banking products

* ***Achievements***
* Got Best Performer Award for continuous 3 months (Dec-Mar ’15)
* Got Best Operational Support to customer award for a quarter (Dec-Mar ’15)
* ***Personal Details:***

Hobbies and Interests: Gardening and Pets

Date of Birth: 04-Oct-1987

Nationality: Indian

Permanent Address: A-305, LVS ELEGANCE, ANANDPURA CIRCLE, TC PALYA MAIN ROAD, BANGALORE 36