Payal Shah.

Relationship Manager- NRI Banking.

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Best time to call: Anytime

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*Seeking assignments in Banking & Finance*

*Industry that draws on the experience, powerful*

*work ethics and skills to develop thriving*

*strategies for a top-notch organization.*

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**Summary:**

* Currently associated as a **Relationship Manager for NRI Banking department, with Kotak Mahindra bank Limited.**
* Expertise in Client Management, Business Development and Relationship Management.
* Gained experience in **developing new and expanding existing NRI Customer relationship**
* Ability to excel within a fast-paced business environment with excellent networking skills within and outside the organization
* Strong analytical and communication skills necessary to interpret and prepare a successful banking strategy
* Proficient in resolving customer and client concerns on time within utmost customer satisfaction.
* Effective time-management, communication and organizational skills to prioritize and manage banking and finance operations.

**Achievements:**

Received an **award for Excellence** for attaining team goals in the month of March 2015.

**Global exposure:**

Interacted with clients of USA, UK, Australia, Europe and Singapore.

**Skill Set:**

HNI & NRI Clients handling

Relationship Management

Back office operations

Database maintenance

Business Development

Customer Retention and Satisfaction

Performance Analysis

Client Interaction

**Education:**

Pursuing **Post Graduation Diploma in Management(Finance)**, Welingkar Institute Of Management- 2015

**Bachelors in Accounting & Finance** – Mumbai University- 2014

**Career Trajectory:**

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| **Designation** | **Organisation** |
| **Relationship Manager**  *NRI Banking* | **Kotak Mahindra bank Limited.** |

**RESPONSIBILITIES:**

* Involved in business development operations via client acquisition and relationship management.
* Engaged with NRI-HNI customers of the bank and increasing the customer valet share, by ensuring best services.
* Cross selling existing bank products to the customers and informing customers about new products
* Managing timely execution of operations and activities.
* Ensuring adherence to KYC norms and other regulatory processes.

**Personal dossier:**

Date of Birth : 7th December,1993

Residential Address: B/14 Arihant Jain CHS, Ashok Nagar, Kandivali (E)-400101.

Marital Status: Single

**Linguistic abilities:**

English, Hindi,Gujarati.

**Other Activities:**

Working as a Director with **Teresa the ocean of humanity foundation**- Street Child Education.