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| **Name** | **Amrita Kumari** |
| **Age** | **28 Years** |
| **Qualification** | **PGDB** |
| **Mode Of Qualification (Full Time / Part Time)** | **Fulltime** |
| **Current Organisation** | **ICICI Bank Ltd** |
| **Last Organisation** | **-** |
| **Current Designation** | **Deputy Manager** |
| **Current CTC** | **4.17 Lakhs P.A.** |
| **Expected CTC** | **30% Hike** |
| **Notice Period** | **3 Months** |
| **Current Location** | **Pune** |
| **Relocation** | **Yes** |
| **Years Of Experience** | **2+ Yrs** |
| **Mobile** | **9637287184** |
| **Email ID** | **amritasingh651@gmail.com** |

**Profile Summary**

Amrita Kumari

E-Mail: amritasingh651@gmail.com

Phone: +91 9637287184

Address: Flat No. 3E/28, Emerald building , Aditya garden city, warje , Pune-411058

Result-oriented Professional, targeting challenging assignments in the areas of Business Analytics with a growth-oriented organization of repute in Financial Services / Banking sector; preferably in Pune / Mumbai (Anywhere in India)

**Profile Snapshot**

* Post Graduate Diploma in Marketing with over 2.5 years of experience in Retail Banking, Branch Operations, Client Relationship Management, Current Account Savings Account (CASA) and Know Your Customer (KYC) Norms
* Completed Certification in Credit Risk Management and Business Analytics
* Expertise in handling products such as saving account, loans, credit card, mutual funds, life insurance, etc.
* Proficient in generating referrals from the internal database; acquiring clients through interacting with walk-in customers
* Served as a custodian for ATM cards & PINs, cheque books, etc.; issued welcome kits to new customers
* Efficient organizer, motivator, team player and a decisive leader with skills in motivating teams to excel & win
* Managing Customers of 353 which is mapped to me and month on moth business from all these customers is 16 lakhs Insurance , 15 CASA , 50 Lakhs MF and 5 files of Loan.
* Exploring new avenues of business by acquiring new customer relationship by new client acquisition and cross selling life insurance, mutual fund, loans ,credit cared etc.

**Organizational Experience**

Since July’13 ICICI Bank Ltd., Pune as Deputy Manager

Key Result Areas:

* Customer Service Management ,resolved queries/ requests and issues of walk-in customers as per Service Level Agreements (SLAs); achieved a Turnaround Time (TAT) of 90% as against the set benchmark of 100%
* Monitoring portfolio performance of clients, ensuring compliance with statutory requirements laid by acts governing banking regulations to ensure safety and security of banks & customer’s assets
* Managing branch operations using software FINACLE (7X &10X)
* Skills in acquiring, developing & servicing long-term relationships with High Net Worth Individual (HNI) clients; prospecting & identifying new leads and pitching to the clients for achieving targeted business
* Promoting core banking products such as saving account, loans, credit card, mutual funds, life insurance, etc. and generating revenue from cross-selling these products
* Supervising all transaction processes & delivery of services; providing services to existing customers and handling all aspects of customer relationship
* Identifying opportunities by cementing relationships with existing clients to cross-sell Third Party Products (TPP)
* Working on client feedback & escalations with the objective of improving upon services
* Managing Customers of 353 which is mapped to me and month on moth business from all these customers is 16 lakhs Insurance , 15 CASA , 50 Lakhs MF and 5 files of Loan.

**Highlights:**

* Organizational Experience
* Ramped up the client satisfaction score by 90% through regularly interacting with clients and ensuring that queries and escalations were addressed on time
* Achieved cross-sell targets worth INR 6-8 lakhs (approx.) through measures such as Life Insurance, Mutual Funds, Loans, Forex, etc.
* Reduced client complaints from 50% to 10% along with nil RBI escalations in all quarters through adhering to documentation, systems and processes
* Deepened Current Account Savings Account (CASA) by 100% through initiatives such as account opening, float, etc.

**Academic Details**

* 2013 PGDB from MITCON Institute of Management; secured 58%
* 2011 B.Com from Bharati Vidyapeeth University College , Pune, Bharati Vidyapeeth University; secured 68%.
* 2008 12th from Bokaro Ispat Senior Secondary School C.B.S.E.; secured 58.02%
* 2006 10th from Bokaro Ispat Vidyalaya School, Bokaro, C.B.S.E.; secured 61%

**CERTIFICATIONS**

Completed certification course in:

Diploma In Markesting

**IT SKILLS**

Finacle

Finnone

MS Office

**PERSONAL DETAILS**

Date of Birth: 22nd October 1988

Languages Known: English and Hindi