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**Divya Balaji**

**58/4, 3rd street,**

**ICF East colony**

**Chennai-600038**

**Mobile no: +919884396663/+919840150505**

**Email Address:contactdivya.anemone@gmail.com**

**CAREER OBJECTIVE**

**To pursue a challenging career in the field of Customer Service and Administration, working in a**

**dynamic and equally driven team that would offer opportunities to develop leadership, critical-**

**thinking and interpersonal skills.**

**SUMMARY OF QUALIFICATION**

* **Fluent in English, Tamil, Hindi, Telugu and Urdu**
* **Graduated from Ethiraj College for women with a Degree in English Literature**
* **Post graduate Diploma in Banking from Institute of Finance, Banking and Insurance**
* **Proficient in Office applications (Microsoft Word, Excel, Power point)**

**CAREER HIGHLIGHTS**

* **Worked in Sales and Operations at City Union Bank which is one of the oldest private sector banks in India for 2 years**
* **Handled customer queries, complaints and requests with ease and helped my team function and achieve all the targets at the given span of time.**
* **Closed all the sales calls and contributed towards the business development of the bank.**
* **Recognised by the management for superior performance and significant contribution towards Business Development.**
* **Built and maintained healthy relationship with HNI’S and existing/new customers and corporate clients.**
* **Well versed in supervision of Front and Back Office Operations.**

**AREAS OF INTEREST**

* **Banking and Financial Sector**
* **Customer service**
* **Administration**

**KEY ROLES**

* **Interacting with customers and understanding their needs so that I can cater their requirements easily.**
* **Handling customer queries and resolving them with the help of my team.**
* **Handling the operations of the bank such as placing of deposits, opening of accounts, helping the customer with internal and external transfers, cash management so that the customers gets their required service done within the prescribed TAT and cross selling of products to the customer.**
* **Handling customer requests efficiently and also providing them with doorstep banking**
* **Establishing a good relationship with the customer by penetrating into their family for business.**
* **Handling customer complaints and resolving them and maintaining a good relationship with the existing customer base.**
* **Helping my team to complete the assigned work so that we can achieve all the targets.**

**PERSONAL INFORMATION**

**Date of Birth : 31st May 1990**

**Father’s Name : L.Balaji Singh**

**Sex : Female**

**Marital Status : Single**

**Nationality : Indian**

**DECLARATION**

**I hereby solemnly declare that all the above said information is true to the best of my knowledge and belief.**

**Place: Chennai**

**Date:**

**Yours Sincerely,**

**(DIVYA BALAJI)**