

ANJALI GOYAL		Mobile: +91 – 9760043444
		Anjali.goyal29@gmail.com
Objective	To work in a company that provides me with ample opportunities to showcase my talent so that I can work as a value added resource towards the company. Seeking a position in a challenging environment that leverages my skills and provides opportunities for career growth through continuous learning and creativity, to attain professional growth through dedication, hard work, competence and totally focused approach to accomplish assigned tasks	
Core Competencies	<ul style="list-style-type: none">• Able to manage complex sales processes and negotiations to a successful conclusion• Excellent verbal and written communication skills• Constantly looking at way to improve performance, achieve set targets and build the company’s brand• Self motivated with ability to work independently as well as in a team.• Ability to work accurately and to tight deadline; Ability to work hard under stress.• Presentation and communication skills• Expert Coordinator & Negotiator• Interpersonal understanding• Open to learning, Optimistic attitude• Leadership skills.• Adaptable and extrovert	
Professional Accomplishments/ Major clients and assignments	<ul style="list-style-type: none">• Consistent achiever of highest performance rating throughout the years.• Certificates of Appreciation & recognition for cross selling initiatives from Circle head, Branch head and Regional head.• Winner of various in house contests launched within the bank for promotional activities.	
Career Path	Joined Axis bank	Dec 2008
	Got promoted as an Asst. Manager	2010
	Got promoted as a Deputy Manager	2011
	Got promoted as a Manager	2014
	Got promoted as an Operations head	2015

Professional Responsibilities	Responsibilities as Assistant Manager : <ul style="list-style-type: none"> • To control the all branch operations, like Joint Custodian, locker maintenance, Account Opening, Cash Management. • Identifying, managing & recording loss events & breaches and undertake root cause analysis of such events & coordinate treatment activities. • Development of compliance test plans, undertaking relevant testing & making subsequent recommendations. • Increase effectiveness of staff by recognizing opportunities for development and proactively creating new systems / process and structures. • Develop metrics to measure growth and performance of the department • Handling all types of queries related to Savings Bank account, Current accounts and OD against FD accounts. Serving as First Point Resolution for all customer queries, thereby ensuring cordial relationship with customers which would result in sustaining profitability. • Resolving all audit related issues and compliance of the audit reports. • Preparation of all types of returns fortnightly, monthly, quarterly etc. • Responsible for all quality parameters and TAT of all types of transactions of the branch. • Responsible for overall look and feel of the branch. Responsible for overall rating of the branch in Branch Operation Audit and Branch Quality Audit in all parameters • The key responsibility is to ensure that there are no escalated complaints of the customers and if any, being resolved to full satisfaction of the customers at first instance only. • Handling of day to day operations (using finacle) at the branch by driving the service levels, with key focus on bottom line profitability by ensuring optimal utilization of available resources. 	
Education	Master's In Business Administration From Graphic Era University Bachelor Of Commerce, From HNB Garhwal University 10+2 from ISC Board Dehradun 10 th from ICSE Board Dehradun	2008 2006 2003 2001
Technical Skills	<ul style="list-style-type: none"> • Computer Basic Knowledge • Internet Savvy • Operating System Windows 97, Windows XP, 	

	Windows Vista, Windows	
<i>Personal Details</i>	D.O.B.	29 th May 1985
	Marital Status	Married
	Languages Known	Hindi & English
	Nationality	Indian
	Personal Interests	Listening to music, Interacting with people.
<i>CTC</i>	Negotiable	
<i>Notice Period</i>	90 Days	

Date 13/08/2018

Anjali Goyal

Place: Ahmedabad