

Shefali Shah

Banking/Accounting (Tally ERP)

Address Ahmedabad, GJ, 382470

Phone +91-9426647285

E-mail shefaliashah511995@gmail.com

To obtain a challenging and responsible in banking/finance sector where I can utilize and enhance my skills and contribute it effectively to the organization. Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service.



Skills

Tally ERP 9

CRM

Cash Handling

Relationship building and management

MS Office

Banking



Work History

2021-01 -

Current

Assistant Manager

AXIS Bank Pvt. Ltd, Ahmedabad, Gujarat

- In house operations.
- Transaction Authorization
- Teller
- Customer Management – Communication & Service.
- RTGS/NEFT clearing.
- CMS – Cash Management services.
- Increasing Cross-sell – Insurance, Credit Card sales, Mutual Funds, Auto Loan and other financial products.
- Oversaw total portfolio worth 1 cr
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

- Cultivated customer loyalty, promoted repeat customers and improved sales.

2018-11 -
2020-12

Assistant Manager

Axis Bank, Godhra, Gujarat

- In house operations.
- Customer Management – Communication & Service.
- Transaction Authorization
- Teller
- RTGS/NEFT clearing.
- CMS – Cash Management services.
- Increasing Cross-sell – Insurance, Credit Card sales, Mutual Funds, Auto Loan and other financial products.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.

2017-10 -
2018-11

Account Executive

Shree Raj International Pvt., Godhra, Gujarat

- Costing and placing apparel orders
- Communicating with brand suppliers
- End- to – end point of contact for suppliers



Education

2012-04 -
2014-01

B.Com: Commerce

Sahjanand Arts & Commerce College - Ahmedabad

2014-04 -
2016-07

MBA: Finance

Gujarat University - Ahmedabad



Certifications

2022-06

Tally ERP 9 (Udemy)