

# POONAM SANKHLA

## Customer Relationship Manager

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13 - NEW VRUNDAVAN PARK NR.SHIV PARK SOCIETY OPP.RAMRAJYANAGAR AMRAIWADI  
AHMEDABAD, GUJARAT, INDIA, 380026

### Work Experience:

- **SBI Customer Relationship Officer:** I have experience working as a Customer Relationship Officer at the State Bank of India (SBI). In this role, I am likely to handle various customer interactions and financial services.

### Education:

- **Master of Commerce (M.Com):** I hold a Master of Commerce degree from Gujarat University, which signifies my academic proficiency in areas related to accounting, finance, and commerce.

### Skills:

- **Accounting & Finance:** I possess strong skills in accounting and finance, which are valuable in the banking sector.
- **Customer Support:** My experience as a Customer Relationship Officer reflects my ability to provide excellent customer support and address client needs.
- **Customer Relationship Management:** I am proficient in managing and maintaining customer relationships, a crucial skill in the banking industry.
- **Good Computer Knowledge:** I have knowledge of computer systems and some banking software is an asset in the modern banking environment.
- **Insurance Claiming:** I have experience and expertise in the insurance claiming process, which can be valuable in certain banking roles.
- **Good Typing Speed:** My typing speed is an additional skill that can enhance my efficiency in various banking tasks.

## Experience

### Customer Relationship Officer State Bank Of India & cap Security | November 2022 - Present

- Developed and maintained successful relationships with customers by providing prompt and professional customer service
- Developed marketing initiatives to attract and retain new customers

### Accountant Raval Tax Finance | April 2021 - July 2022

- Managed daytoday accounting operations including accounts payable/receivable, cash flow management, general ledger, and tax compliance
- Reconciled balance sheets, prepared financial statements, and performed monthend close activities.

**Receptionist SPANDAN MULTISPECIALITY HOSPITAL | September 2020 - February 2021**

- Scheduled appointments, maintained accurate records, and organized files
- Processed payments and handled petty cash

## Education

**Master Of Commerce in CommerceMaters Of Commerce (M.Com), Gujarat University | April 2020 - April 2023**

**Bachelor Of Commerce in Commerce Bachelor Of Commerce (B.com), PD Pandya Commerce College | July 2018 - March 2020**

## Skills

- Accounting & Finance
- Insurance Claim
- Finance Management
- Marketing
- E-mail Marketing
- Customer Relationship Management
- Customer Support
- Good Computer Knowledge
- MS Office Expertise
- Good Typing Speed
- Good English Spoken