



AVANI DESAI SONI

To work for an organization which provides me the opportunity to improve my skills and knowledge to grow along with the organization objective. Make optimum use of my strength and capabilities to work in a creative, challenging environment with diligence, where my formal education and knowledge will always be utilized in different areas, hence adding to the growth of the organization.

PERSONAL

- Name**
Avani Desai Soni
- Address**
D - 406, KP Residency, Behind Giriraj Enclave, Nikol 382350 Ahmedabad
- Phone number**
9998440960
- Email**
avani.desai95@gmail.com
- Date of birth**
11-10-1995
- Place of birth**
Ahmedabad
- Gender**
Female
- Nationality**
Indian
- Marital status**
Married
- LinkedIn**
<https://www.linkedin.com/in/avani>

INTERESTS

- Reading
- Cooking
- Travelling



WORK EXPERIENCE

- Sep 2021 - Present**
Service Delivery Manager
[Indusind Bank Ltd, Ahmedabad](#)
Responsible for Sales of branch clients & Servicing walk-in-customers, handling queries, information on different products and services, handling front desks when needed, and actively working on operation processes of the bank. Handle following at Branch: Trade-Business related, non-Trade related & General Banking operations related. Looking after client servicing at the branch lobby. Checking KYC documents on new client Account opening forms. Onboarding of newly acquired clients through welcome call an audit on the sales process. Managing TAT for all service & operational transactions. Activation of clients on net banking and other non-branch channels. Business lead generation and passing to the relevant sales channels. Managing overall client satisfaction scorecard for the branch. Authorization & audit checks for all operation transactions.
- Sep 2020 - Sep 2021**
Bank Officer
[IDFC First Bank, Ahmedabad](#)
Current Account
Cross Sell Product (Life Insurance, Health Insurance, Personal Loans, Auto Loans, Credit Cards, BBG etc.)
- Feb 2018 - Sep 2020**
Relationship Manager
[HDB Financial Services Ltd. \(HDFC Bank\), Ahmedabad](#)
Products: CASA, Life Insurance, Health Insurance, Personal Loans, Auto Loans, Credit Cards etc.



EDUCATION AND QUALIFICATIONS

- Jun 2021 - Present**
MBA
[Narsee Monjee Institute of Management Studies, Ahmedabad](#)
Distance Learning
- Jun 2014 - 2017**
Bachelor of Computer Application
[Bholabhai Patel College of Computer Studies, Gandhinagar](#)
- Mar 2014**
HSC (XII)
[SMT P.B.D Joshi High School, Maninagar, Ahmedabad](#)
- Mar 2012**
SSC (X)
[SMT P.B.D Higher Secondary School, Maninagar](#)



SKILLS

- Computer Basics** ★★★★★
- CRM Next** ★★★★★

Flexcube	★ ★ ★ ★ ★
IBM	★ ★ ★ ★ ★
SFDC	★ ★ ★ ★ ★
Lead Generation	★ ★ ★ ★ ★
Profiling	★ ★ ★ ★ ★
Net Banking Assistance	★ ★ ★ ★ ★
Maintaining relationship with customers	★ ★ ★ ★ ★
Banking Products Knowledge	★ ★ ★ ★ ★
Cold Calling	★ ★ ★ ★ ★



ACHIEVEMENTS

- Performer of the Year for Outstanding Performance in Life Insurance - EPI for year 2018-19.
- Outstanding Performer in HDFC ERGO General Insurance for May 2019.
- Certificate of Appreciation for Outstanding Performance in HDFC ERGO General Insurance for June 2019.
- Certificate of Appreciation for Outstanding Performance in HDFC ERGO General Insurance for July 2019.
- Awarded for Outstanding Performance in HDFC ERGO General Insurance Azad August Campaign for August 2019.
- Awarded for Outstanding Performance in HDFC ERGO General Insurance for the month of January 2020.
- Qualified Life Insurance contest for Goa trip for the month of Jan-Feb-March 2020.