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| **yasmin** sayyad  **+91-9157080578**  **Ahmedabad-Gujarat**  Yas.sayyad@gmail.com |
| **PROFILE**  Quality focused management professional with combined experience of Sales, Operation Management, Banking and Financial services.  Committed to driving business success by implementing improved technology, increasing customer service standards, and utilization of effectively training teams. |

# Experience

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| February 2023 – presentDeputy Manager grade 2, icici bank ltd, ahmedabadManages branch’s day to day work of icici bankmaintaining good relationship with clients to meet the objectives of the bank.Target achievement with 100% accurate quality.Maintaining smooth functioning of branch banking and handling teamdecember 2018 – February 2023senior process associate, **tata consultancy services, gandhinagar**  * Manages and leads a team of employees. * Communicates company goals and deadlines and to achieve its objectives with 100% quality. * Providing training to employees regarding process. |
| February 2017 – November 2018Operation Lead, **daikin air conditioning pvt ltd, bhuj**  * To Handle all the operation work and the team. * To oversee unloading, storage, and distribution of goods moving through warehouse. * Supervising the activities of the team and the operation work on time. * Accurately track performance, attendance and other metrics.  June 2016 – janUary 2017financial service consultant, icici prudential life insurance, bhuj  * Having an experience of dealing with customer in Bancassurance Channel. * Understanding customer needs and providing investment plans according to it. |

# Education

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| may 2016bachelors of business administration, **Kachchh university** |
| march 2013higher secondary, **bhuj english school**march 2011senior secondary, dr. rizvi springfield school |

# Skills

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| * Team Management * Distribution Organization * Quality Assurance | * Result Oriented * Continuous Improvement * Quick Learner |

# Achievements

* Certificate of Quality Achiever.
* Certificate of Best Performer.

# career objective

* To work with the Organization which can boost my knowledge. I will do my best in the field of human relation and operation, experience by the way of contributing in the interest & benefit of the organization and give the better result in favor of organization to work with other.

# references

1. **Mr. Darshan Ganatra**

**ICICI Prudential Life Insurance**

**Bhuj**

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1. **Miss Aarti Singh**

**Tata Consultancy Services**

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