

**Suhasini Melvin**

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## **Objective:**

Looking forward to enhance my working capabilities, business efficiencies and professional skills in order to serve my organization that will provide me the opportunity to work in Senior Management positions in globally competitive environment where there is ample scope for individual as well as for the organization growth.

## **Areas of Exposure:**

- Have vast exposure of Bank operations, Sales of banking products, Forex, Insurance, Mutual Fund, Customer Acquisition.
- Generating business as per management mandate.
- Ensuring tracking and achievement of monthly sales targets with error less operation at branch with audit and compliance

## **Achievements:**

- Participated and achieved in various contests launched by bank time to time.
- Sourced more number of Life Insurance policies, Mutual Funds, Loans for the bank and brought CASA inflow to the bank.

## **Professional Summary:**

**ICICI Bank Ltd** – Hyderabad , Telangana as Deputy Manager-I from December 2010 to Nov 2020.

- Joined in 2010 as Senior Officer Grade -2 in international banking group.
- Promoted in 2014 as Senior Officer Grade – 3 and moved to Singapore process, handled emails,calls, escalations of customers.
- Promoted in 2016 as assistant manager and moved to UK PLC process and worked in business banking and handled complaints.

- Transferred to branch banking in 2017 posted as value banker-cashier handled cash transactions.
- Promoted in 2018 as Deputy Manager Grade – 1 posted as Priviledge Banker for Retail and Nri Segment handled branch operations, forex, audit compliance and sales.
- Awarded as Best performer and participated in all the Awards and Recognition initiated by the Bank and Achieved 100% target of sales of self and Branch Target.

**HCL Infosystems Ltd** – Hyderabad , Telangana as customer care and front office executive from April 2007 to Nov 2010.

- Dealing the products of office automation products like photo copiers, projectors, EPABX systems and vedio conferencing equipments.
- Receiving service calls from customers.
- Allocating the calls to the concern engineers.
- Booking spares and consumables Updating using SAP .
- Updating employees leave records
- Coordinating in bank account opening for new employees.

## **Educational Qualification:**

Graduate in Statistics Sri Venkateshwara University (2006)

## **Present roles and responsibilities:**

- As a Deputy Manager, responsible for Branch Operations, Requests, Complaints, deliverables, Audit and Compliance and Sales.
- Processing KYC for all type of clients and responsible to maintain the KYC and AML Norms. .
- Ensuring revenue & target achievement by cross-sell of third party products (Life Insurance , general insurance, Gold, Mutual funds) and asset products (Both secured and unsecured Assets )
- Exploring business opportunities across branch NRI segment and generating needed sales thrust to capitalize on the available potential
- Achieving Business Targets, Ensuring Customer Delight and Faster resolution of all Escalations
- Handling the customer disputes by providing right solution and maintaining the Service score as per

Tat.

## **Additional Information:**

- I have very strong attitude of learning things from all possible resources effectively.
- Have thorough knowledge in subject.
- Good in Analytical skills.

- Can maintain a good reputation with colleagues.

## **Personal Information:**

Date of Birth : 27 NOV 1984

Marital Status : Married

Communication Address: Flat no 301 2<sup>nd</sup> floor kamakoti krupa building near DAV public school safiguda Hyderabad 500056.

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Hyderabad