



RITU RAJ

In front of Marwari pathshala .Qno 6B Police Colony. Bhagalpur (812001), Bihar
Raj.ritu1@outlook.com
7903200316
10/02/1995

Objective

A highly organized and hard-working individual, looking for a responsible position to gain practical experience, to secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Experience

- **ICICI**

14/10/2019 - 19/03/2020

Deputy manager

Monitor and address HNI clients banking and Investment requirements.

Use financial acumen and investment expertise to review a clients personal data, align clients need through superior service, seamlessly align service delivery for enhanced experience.

Focus on business development across liabilities, assets & fee to sustain and achieve growth in relationship value, revenues & improved client stickiness

outbound and inbound sales plan to acquire new HNI Clients for increasing customer base.

Regular contact with all mapped clients through weekly / monthly calls

Resolution of queries for all managed clients within TAT specified

- **Whitehatjr**

7/09/2021

User Engagement

Presently working in Whitehatjr as a User Engagement process.

Education

- **Manipal Academy of Higher Education , Bengaluru**

2019

PGDB (Post Graduate Diploma in Banking)

- **TilkaManjhi Bhagalpur University**

2016

B.com

- **CBSE**

2012

12th (Commerce)

- **CBSE**

2010

10th

Skills

- Communication
- Managing
- Leadership
- Presentation
- Problem Solving
- Active listening
- Time Management
- Customer service

Interests

- Foreign languages
- Travelling
- Gaming
- Reading
- Photography
- Pet Care
- Gardening

Language

- English
- Hindi

Certification

- NISM Depository
- Mutual Fund
- IRDA