

MUSKAN BAGDI

Banking & Finance Professional | MBA Candidate

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 Khategaon, Dewas, M.P.

PROFESSIONAL SUMMARY

Results-driven banking professional with 4+ years of experience in customer service, operations, and relationship management. Currently pursuing MBA while serving as Assistant Manager at ICICI Bank. Proven expertise in revenue generation, KYC compliance, and client retention.

PROFESSIONAL EXPERIENCE

Assistant Manager (Relationship Manager)

ICICI Bank Ltd.

June 2025 – Present

- Manage high-value customer relationships and provide financial advisory services
- Drive sales performance exceeding revenue targets through strategic engagement
- Lead client onboarding ensuring complete documentation and compliance
- Resolve complex issues maintaining high customer satisfaction rates

Customer Service Officer – Operations

HDFC Bank Ltd.

July 2021 – May 2025

- Processed customer applications with strict TAT compliance
- Conducted KYC verification and credit/loan evaluations
- Prepared CAM sheets for approval workflows
- Generated revenue through cross-selling and retention strategies

CORE COMPETENCIES

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|------------------------------|--------------------|
| Leadership & Team Management | Customer Relations |
| Strategic Decision Making | Time Management |
| Business Communication | Data Analysis |
| Microsoft Office | Revenue Generation |

EDUCATION

Master of Business Administration

Barkatullah University, Bhopal

2023 – 2025 (Pursuing)

B.Sc. Computer Science – First Division

DAVV University, Indore

Higher Secondary (12th) – First Division

Govt. Girls Higher Secondary School

High School (10th) – First Division

Govt. Girls High School

LANGUAGES

Hindi English

INTERESTS

Travelling Music Social Networking

Networking Events