**INDIRA PRIYADARSINI ZANGAM**

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**Objective:**

Seeking a position with any Bank where I can combine my knowledge of banking practices with my passion for providing outstanding customer service. Demonstrated success in providing timely and efficiently completion of over 1000 client transactions per day while keeping accurate records in strict compliance with bank procedures. Impressive record of proactive participation in promotions and cross-selling of bank products to drive sales.

**Summary:**

Highly focused and dependable Bank Teller with an excellent customer service and cash management record. Adept at handling multiple customer requests and concerns with utmost professionalism and courtesy. Able to work well independently with little to no supervision or in coordination with tellers and other bank staff.

**Core Qualifications:**

* Superior breadth of experience in banking and cash management
* Excellent grasp of teller services procedures and policies
* Strong organizational and interpersonal skills
* High written and oral communication skills
* Outstanding proficiency with using personal computers and 10-key adding machines
* Good customer service skills

**Computer Skills:**

* Operating Systems: Windows XP, Windows 7
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Power Point
* Email: IBM Lotus Notes
* Point of Sale Applications by State Bank of India

**Work experience:**

**Total Experience: 10years 5months**

Currently working with **State Bank of India** as **Senior Associate** from December 2010 to now.

* Opened new customer accounts and closed existing accounts at customer request
* Provided customer assistance with balance detail and other inquiries
* Referred customers to appropriate financial services and products as required
* Handled all customer complaints and issues with high professional courtesy
* Cashed checks and processed deposits upon balance and signature verifications
* Maintenance of PB, INB, CINB registers
* Experience in processing NRI & NRO Accounts
* Auditing Branch General Ledger
* Helping customers with Personal & Home Loan documentation and verification process
* Referred customer inquiries to appropriate bank departments.
* Notified manager of counterfeit currency in coordination with bank security personnel
* Contributed to external and internal sales activities
* Ensured the register counts are accurate at the beginning and end of shifts

1 year as **Assistant Manager** in **ICICI Prudential Life Insurance.** From September 2008 to September 2009.

**Education:**

* Post-Graduation Diploma in Management and Insurance from Manipal University, India in 2008
* Post-Graduation in Physics from Andhra University, India in 2007

**Languages Known:**

* English, Telugu, and Hindi

**Hobbies:**

* Learn about the developments in Banking
* Finding ways to improve Customer Service
* Listening to Music

**Strengths:**

* Good communication skills
* Potential for Hard work
* Self-confidence, persuasion, and perseverance towards my objective
* Have the flair to learn new things
* Good teaching skills