

ANURADHA CHAVAN

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Summary

- 10+ years of experience in the banking domain.
- General Banking (customer accounts, transactions, Transactions statements, settlement, etc.) core banking experience with migration and interface gap analysis.
- Experience in retail banking operations, the core banking system, banking functionalities such as deposit & CASA, customer on boarding, Customer on boarding and customer service reconciliation.
- Experience in digital lending and loan management systems.
- As a part of delivering solutions primarily involves requirements gathering & analysis bridging technology and business goals.

Experience

Royal Relationship Manager

Mar 2023 to Current

AU Small finance Bank Ltd

Pune, India

- Cross-selling various products to existing customers and increasing the product holding and making the customer profitable for the branch and the bank as an organization.
- Cultivate and sustained strong client relationships, ensuring high levels of satisfaction and loyalty.
- Accelerated business banking growth through proactive and strategic outreach efforts.
- Retained clients and obtained referrals by promptly resolving customer complaints, adding value and elevating service quality.
- Continuously assessed client requirements, providing personalized solutions that met their evolving needs.

Branch Relationship Officer

Mar 2022 to Feb 2023

Axis Bank Ltd

Pune, India

- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Increased customer satisfaction by resolving issues and promoting quick resolution.
- Used creativity, strategic thinking, and knowledge of current market trends to target and build relationships with potential customers.
- Scheduled, arranged, and attended meetings with customers to maintain trusting and long-lasting relationships.
- Verified clients' needs and financial resources to determine tailored investment strategy.

Personal Banker

Jul 2019 to Mar 2022

HDFC Bank Ltd

Pune, India

- Independently processed account applications, including credit cards, loans and safe deposit boxes.
- Proactively engaged customers in conversations and asked questions to learn about their financial needs.
- Delivered exceptional customer experience by building relationships and helping consumer and small business customers succeed financially.

Axis Bank Ltd

Washim, India

- Liaised with customers to determine needs and provide recommendations.
- Operations Ensure certification of documentation required for opening and maintaining customer accounts Error free documentation for all account opening and all customer instructions
- Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.

Education

Bachelor of Computer Application
Sant Gadge Baba Amravati University

2012

Certifications

- KYC AML certification
- NISM Certified
- Specified Person of Life Insurance

Achievements

- Winner of Star Service Award
- Received Employee for the Month Certificate
- Qualified multiple Circle and Regional Level Contest

Skills

- Relationship Building
- Strong interpersonal skills
- Sales professional
- Problem Solving Skills
- Time Management
- Multitasking
- Customer service

Personal Information

- DOB : 11 Nov 1991
- Nationality: Indian
- Marital Status: Married

Hobbies

- Drawing & Paintings
- Reading
- Creating Artworks

Languages

Hindi, English, Marathi