

CURRICULUM VITAE

Name. : Shaheen Shams Tabrez Khan
Address : Flat No 203, A2 Wing, Suryamukhi
Co Operative Housing Society, Opp
Raheja Complex, Near Patripool,
Kalyan West
Thane - 421301
Email Id : shah33nkhan91@gmail.com
Mobile No : +91 9867114556

OBJECTIVE:

Aiming to achieve a challenging and successful career where I can make a significant contribution using my innovative ideas, knowledge ,skill and experience with the objective of development and growth of the organisation.

ACADEMIC RECORD:

	Academic Record:		
Year	Class/Course	Board/University	Percentage
2005-06	SSC	MAHARASHTRA STATE BOARD	71.73%
2006-07	HSC	MAHARASHTRA STATE BOARD	62.83%
2013-14	BACHELOR OF SCIENCE	MAULANA AZAD NATIONAL URDU UNIVERSITY	67%

ADDITIONAL QUALIFICATION:

Course	Institute	Year of Passing	Percentage
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Diploma in Education (D.ed)	National Urdu High School	Sep 2010	79.25%
MS-CIT	Maharashtra State Certificate in IT	July 2011	92%

WORK EXPERIENCE:

- **HDFC Bank Ltd** (17th November 2017 To 28th June 2022)
 - Designation – PB Welcome Desk
 - Grade - Assistant Manager
 - Department – Retail Branch Banking
- Joined **Indusind Bank** – Ghodbunder Road Branch (04th July 2022 To Till date)
 - Designation – Service Delivery Manager (SDM)
 - Grade – Deputy Manager
 - Department – Retail Branch Banking

PROFILE SUMMARY:

- A goal-driven professional with over **5.4** years of experience in Branch Management, Fund Transfer , Cash Operation Management , Audit Compliance And Client Servicing
- Proficient in overseeing the administration and daily operations of Branch Banking including product sales, customer service , security and safety
- Experience in managing Branch including sales, Customer Services, Operations , Audit and Compliance
- Expertise in managing customer centric operations and ensure customer satisfaction by achieving delivery and service quality norms

KEY SKILLS:

Banking Operation Management, Business Development,
Customer Relationship Management,
Quality Service Assurance
Branch and Retail Banking CASA

- Managing Branch Portfolio customers who are mapped to me also to understand customer needs and cross sell products
- Customer to group – generating leads through existing customers and other data base
- New customer acquisition, generate float by sourcing new account Sourcing quality business in terms of Retail and Corporate Banking CASA, Asset Products, General Insurance, Life Insurance , Mutual Fund, Forex,etc
- Accountable for generating leads of Assets and other Banking Products
- Building and Maintaining healthy business relationship with Corporate, HNI and NRI clients by providing services like salary, saving, current accounts and other products
- Conceptualised and effectuated innovative business development plans for the purpose of achieving designed revenue plans to achieve Revenue and Sales Targets

Personal Details:

Name : Shaheen Shams Tabrez Khan

Father Name : Shams Tabrez Khan

Date of Birth : 24/03/1991

Gender : Female

Marital Status : Divorcee

Language Known : English, Hindi, Marathi

Hobbies : Listening Music , Reading Books

Declaration:

I do mention that the above information is true, correct and complete with the best of my knowledge

Date :

Place :

(SHAHEEN SHAMS TABREZ KHAN)