

PRITI PAL

ADDRESS: Room no. 10, Ovripada Pawar Mukadam Chawl Near By Old Police Station
Dahisar East Mumbai 400068.



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Contact:- 91 9082697640

CAREER OBJECTIVE

Focused to work with an asset management company and make the best possible use of my skills to provide best quality services to clients as well as the company. where I can utilize my skill and improve my career path. As long term goal is to be in respected position in the organization.

PROFESSIONAL PROFILE

- Professional with more than 4 year's Experience in a management capacity within retail branch banking industry.
- Strong interpersonal and communication skills.
- Ability to maintain sound business relationship with existing clients and developing the relationship with new clients.
- Client focused with extensive experience in servicing the financial needs of high net worth clients and NRI Client base.

KEY OF RESPONSIBILITIES AREA

- **FCRM** : Resolved customer queries and placing request for deliverables/queries through FCRM(finacle customer relationship management) interface..
- **FOREIGN EXCHANGE** : Assisted walk in customers requirements relating to foreign exchange such as foreign currencies ,travel cards and outward remittances .Ensuring proper deal booking while buying and selling of various currencies for Travel card Load ,Reload and Refund.
- **CASH MANAGEMENT** : Handled cash transactions such as receipts and payments. Indenting cash as per the customers requirement for withdrawals.
- **DELIVERABLES**: Ensuring all types of deliverables inward in the bank are updated in DMP (Deliverables Management Portal) and proper outward to the customers.

PROFESSIONAL EXPERIENCE IN ICICI BANK LTD

❖ **Deputy Manager**

❖ **Privilege Banker [Relationship manager] Retail Banking Group**

❖ **KEY OF RESPONSIBILITIES AREA:**

Maintain productivity, performance compliance, service and operation in branch, generate revenue through privilege customers.

Provide guidance and advice to the customers about the product and service offered. CASA LI and other liability products.

Task from managed portfolio customer have to provide the services to resolve the query about personal banking and business banking, lead generate and cross selling of new product and services from both new and existing privilege customer.

Customer Service Manager [November,2021-2023]

- Successfully, supported operations related to branch operational activities and financial services.
- Handling of Query desk , transaction related ,Sales pitch
- Processed Re-Kyc of existing Customers (high,low and medium Rekyc)
- Processed all types of customer requests relating to transfer of funds, RTGS and NEFT.

Customer Service Officer

- Processed all new account transactions, assisting customers in their selection of various accounts and financial services.
- Channelled cross-selling of the Bank's products and services such as credit cards, investments and loans.
- Created a consistent referral business by building rapport with both potential and existing clients.
- Maintain productivity, performance compliance, service and operation in branch, generate revenue through privilege customers.
- Provide guidance and advice to the customers about the product and service offered.
- Task from managed portfolio customer have to provide the services to resolve the query about personal banking and business banking,

PROFESSIONAL EXPERIENCE IN TRADE SOLUTIONS

❖ **Sales and marketing executive {September,2018-2021}**

- Business to business related to the selling of products and services.
- From one business to another.
- B2B sales relationship are continually longer have life-span on daily basis follow up.
- Specific product BLG business loan group { **unsecured business loan** } product only.

ROLE OF IMPEMENTATION:

- ☐ **Client acquisitions**
- ☐ **Maintain customer relationship management**

ACADEMIC QUALIFICATIONS

Program	Institute /University	Year	Grade/CGPA
MMS- Marketing	Swayam Siddhi College of Management and Research, Mumbai University	2021	9.00
B.COM	Nirmala Memorial Foundation College, Mumbai University	2017	B grade
HSC	Sardar Vallabhai Patel Junior, College	2014	B grade
SSC	Shakti Seva Sangh Madhaymik Vidhyalay	2012	B grade

PERSONAL DETAILS

KEY SKILLS

- Punctuality
- Team player
- Adaptive to change
- Microsoft Office

- Versatile
- Good humored

LANGUAGES

- English
- Hindi
- Marathi
- Gujrati

Date Of Birth

8th February,1996

HOBBIES/ INTEREST

- Singing
- Cooking
- Artistic activities and crafts
- Quotes reading

OTHER ACHIEVEMENTS

- **Promoted as Team Leader**
- **Received Award**
- **Certified drawing and running competition**

KEY OF PROJECT

- **Ethics of Board of directors**
- **A study on the consumer perception of Hyundai cars**
- **Impact of celebrity endorsement on overall brand**

DECLARATION:

I here declare that the above-mentioned information is correct up to my knowledge and bear the responsibility for the correctness of the above-mentioned particulars