CURCULUM VIITAE

PRIYANKA GUPTA

Date of Birth: 13th APR 1991 Nationality:

Indian

Religion: Hindu

Languages Known: Hindi, Assamese, and English

C/O- SRI RAJESH RAY. POLICE RESERVE, PAN BAZZAR, A.T. ROAD, GUWAHATI, (ASSAM). P.O. / P.S - PAN BAZAR PIN - 781001 Ph. No. - 9362725315 E-mail=pq364328@gmail.com



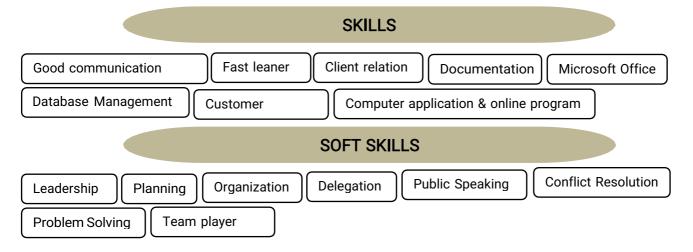
OBJECTIVE

Always grow along with association, I am in sitting goals with the following consideration (Specific, miserable, Achievable, Realistic, & Time Bound) and achieving them through hard work and professional way with an immortal attitude and fixable approve.

PROFESSIONAL SUMMARY

Energetic Phone Banker who excels at providing exceptional customer service. Adept at answer complex customer questions getting customers into the right programs and creating spreadsheets as reports to management. Specializes in developing customer service programs and selling bank services.

Innovative and detail-oriented Banker successful at improving operations, impacting business growth and enhancing product.





EDUCATION QUALIFICATION

Sikkim Manipal University

Bachelor of Science in Information Technology in 2017 from Guwahati, ASSAM

Arya Vidyapeeth College

Higher Secondary School with science in 2012 from Guwahati

Pranab Vidyapeeth Higher Secondary School

- M High School in 2010 from Dimapur, Nagaland
- Pursuing MBA (Banking and finance) from NMIMS.

WORK EXPERIENCE & JOB PROFILE

- 1. Currently working in Bandhan Bank LTD. (10th Oct/2022 to till date)
 As CRO (Grade- Assistant Manager)
- 2. Worked in Axis Bank Limited as a Branch Relationship Officer in Guwahati As a WB Service Trade CSO. (Dimapur, Nagaland) (2020-DEC to 2nd Oct/2022)
 - Mandling Trade products like inward remittance, outward payment, buyer's Credit, Export Bill collections, BG, issuance of FIRC and BRC, in knowledge of Import and export.
 - Settlement of Forward bookings.
 - Lodgment & realization of import, export bills.
 - MIS tracker
 - Assisting Relationship Managers/Branch Managers/Regional Head for Trade related queries and emphasizing our clients to promote export.
 - Liaising with differently Working Capital Relationship Managers/Product Sales Managers, CREDIT & BUSINESS learns to take necessary internal approvals ensuring bank's processes and audit compliances and met.
- 3. Worked in ICICI Bank Limited

As a Credit Card Phone Banking Officer (Guwahati, Assam) (2017-DEC to 2020-NOV)

- M Handling and resolving customer complaints/ queries over phone
- Providing customers with relevant product and service information
- Cross selling various banking products to customers over phone
- Maintained knowledge of products and services
- N Provided customers account solutions.

PERSONAL STRENGTHS

I have a reputation of keeping a cool head with a good presence of mind during tensed situation. I will give best effort for completion of an assigned duty before the target time.

I hereby declare that the above information is true and best to my knowledge and convenience.

Date: Signature:

Place: Guwahati Edit with WPS Office Priyanka Gupta