

# LOOKING FOR OPPORTUNITIES IN BANKING OPERATIONS WITH 4+ YEARS OF EXPERIENCE

**Shobha S**

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## SUMMARY

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4 + Years of Banking Experience and Hands

on experience in Microsoft Office, Tally ERP. Worked as Teller, Service Officer. Experienced in exceeding targeted goals, developing profitable and productive business relationships and building an extensive client base.

Worked in Auth Operations, Customer Service, Outward Cheque Clearing  
Finacle 10X, CRM Next.

## CAREER OBJECTIVE

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Looking for a position in an established organization where I could serve people with my experience, knowledge and skills for better growth and reputation of the firm

## EXPERIENCE

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Feb-2018 - Jul-2019

**Jana Small Finance Bank**

Operation Officer

- ☒ Experienced in exceeding Targeted sales goals, developing profitable and productive business relationships and building an extensive client base.
- ☒ Capabilities in coordinating with internal / external customers for running successful business operations.
- ☒ Experience in Upselling and Cross Selling the Products to the clients of the bank.
- ☒ An effective communicator with good relationship building & interpersonal skills, strong analytical, problem solving & organizational abilities.
- ☒ Competent in implementing effective solutions to the customer needs, with an aim to improve customer contentment and consequently customer loyalty, repeat and referral.

Jul-2019 - Jan-2022

**VFS Global**

Officer

Running Daily Accounting reports and Preparing the reports for Weekly and Monthly Basis for Home location calls.  
Processing VISA Application received by completing KYC and Other Due Diligence Checks

Jan-2022 - Till Today

**Ujjivan Small Finance Bank**

Deputy Manager

Delivering Banking services to customers and Handling Cash Transactions.

- Opening New accounts Current and Savings
- Suggesting the customer while investing money,Borrowing Loans and Taking Insurance.
- Conducting AML investigations and ensuring compliance with anti-money laundering and Handling AML alerts prompted by AML team, Investigating the source of funds.
- Worked collaboratively to obtain all necessary documentation and complete KYC records while onboarding customers.
- Interacting with 100+ customers Handling queries, complaints, and requests while focusing on providing high-quality service and selling the Banking Products like Life Insurance,General Insurance, Health insurance,RD ,FD and MF SIPS

## EDUCATION

Degree/Course	Institute/ College	University/ Board	Percentage/ CGPA	Year of Passing
Bachelor of commerce	R C College of Commerce and Management	Bangalore University	78 %	2017

## PERSONAL DETAILS

Address No 105 Magadi Main Road  
Bengaluru, Karnataka, 560023

Gender Female

Nationality Indian

Marital Status Single

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