

Samyugtha Mohan

Chennai, India **Phone:** [7358617064](tel:7358617064)

Email: sammohan23@gmail.com

Objective:

Highly motivated banking professional with four years of experience in Finacle Core Banking (ICICI Software). Seeking a challenging role to utilize my skills in acquiring new clients, selling bank products, and enhancing branch business through excellent customer service and relationship management.

Professional Summary:

Results-oriented banking professional with a proven track record of acquiring new clients, ensuring compliance, and delivering exceptional customer service. Skilled in selling bank products, customizing solutions, and optimizing branch operations. Strong expertise in Finacle Core Banking (ICICI Software) and proficiency in data analysis and business modelling.

Work Experience:

- Self-Employed Freelancer (2020-2022)
- Assistant Manager (2018-2020) at ICICI BANK LTD
- Senior Officer (2016-2018) at ICICI BANK LTD

Roles and Responsibilities:

- Acquired new clients through customer outreach, selling bank products, and catering to potential and high net worth clients.
- Enforced bank regulations and oversaw security measures.
- Monitored branch financial activities, performed audits, reviewed reports, and managed cash levels.
- Explored new business opportunities and customized banking products, services, system and Insurance solutions to meet customer needs.
- Handled cash operations, examined and processed loan applications, and conducted SQL audits.
- Monitored branch operations, ensured compliance adherence, and provided prompt and efficient customer service.
- Resolved customer complaints and developed action plans to enhance operational controls and optimize customer service.

Key Skills:

- Execution with alignment to organizational requirements and team nurturing.
- Optimum utilization of available resources.
- Deepening relationships with existing clients, obtaining family accounts, and references.
- Monitoring client base based on priority.
- Selling various products to customers.
- Data analysis and business modelling to solve company issues.
- Providing customized banking solutions.

Achievements:

- Rated 2 as Senior Officer in 2016-17 and 2017-18.
- Awarded top performer in Life Insurance Drive 2017-18.
- Star performer award for 2018 Quarter.
- Top performer award in monthly drive events (September, November, December).

Education:

- **SSLC (CBSE)** 73.5%, April 2007 and **HSC** 81%, March 2009, JAWAHAR HIGHER SECONDARY SCHOOL, Neyveli.
- Undergraduate – **BE (Electrical and Electronics Engineering)** 7.52 (CGPA) June 2009-2013 VALLIAMMAI ENGINEERING COLLEGE, Chennai.
- **PGDBO**, Jun 2015 – Dec 2015, Completed Post Graduate Diploma in Banking Operations with First Class, IFBI, Chennai.
- **Diploma in MySQL and Statistics for Data Analysis**, Dec 2022, Alison Empower, Chennai, Tamil Nadu.

Certifications:

- NISM series V-A: Mutual Fund Distributors Examination from School for Certification of Intermediaries National Institute of Securities Market (NISM).
- NSDL – Depository Module Operation Examination from School for Certification of NSE's Certification in Financial Markets (NCFM).
- IRDA – Insurance Regulatory Development Authority of India.
- Java Programming.
- Excel Beginners and Intermediate Level.

- Data Analysis using Excel.
- MySQL Basics and Advanced.
- Excess Regression Analysis.
- Lookup and Conditional Formatting in Excel.
- NoSQL Database.
- Oracle SQL.
- Business Process Management.
- Business Applications of Data Science, AI and ML
- Python

Technical Skills:

- Java, Mongo DB, Python
- Oracle SQL, MySQL, NoSQL
- Microsoft Office, Microsoft Excel
- Finacle Core Banking (ICICI Software)
- Data Analysis, Business Modelling