

NANCY WILLIAMS

Phone: 9980774718

E-mail: nancy.will456@gmail.com

#629 6th Block 17th A Main
Koramangala, Bangalore 560095

PROFILE

An experienced and well maintained professional having ample amount of knowledge in banking sector, seeking an opportunity to use my skills and be able to contribute to the organisation.
Having 7+ years of experience in the field of banking.

EXPERIENCE

TELLER/BANKING OPERATIONS

HDFC Bank (2015 - 2018)

- Responsible for Cash and Customer transactions
- Lobby Management
- Resolution of customer queries/complaints

SERVICE RELATIONSHIP MANAGER / CUSTOMER SERVICE OFFICER

AXIS Bank (2018 - 2022)

- Servicing HNI clients to enhance a long-term relationship
- Managing the total wealth of my clients by advising our financial and investment product solutions to meet their financial needs
- Supporting all major branch initiatives which impact the branch score card
- Ensure that the process and policies are intact
- Has received many customers appreciations and positive feedbacks for prompt service and in TAT
- Learning New Processes, Circulars for self-knowledge gaining henceforth improving the quality on servicing the customers
- Working towards my Goal sheet which supports the branch vision as well
- Win back the lost customers with effective customer service and follow ups
- Supporting my Colleague's sales parameters by referring valuable leads
- Taking care of branch FTNR and TAT for all service request raised and following necessary team for priority closures

SKILLS

- Meticulous and with an eye for detail
- Great at problem-solving
- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint

AWARDS & RECOGNITION

- Achiever Club Max Life - July 2020
- Redefining Max Life Award - August 2020
- Holi Milan Award - March 2021

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BANKING CERTIFICATIONS

- Completed NISM V-A Mutual fund Distributors certification Examination for Mutual Funds
- Completed IRDA and the Specified person for the Branch for selling Life Insurance
- Completed NSDL - Depository Operations Module of NCFM for Demat.

EDUCATION

B.COM

Kristu Jayanti College (2012)
61%

PUC

St Charles Women's PU College (2009)
66%

10TH

Goodwills Girls High School (2007)
55.52%

HOBBIES

- Listening to Music
- Travelling

PERSONAL INFO

DATE OF BIRTH

30 - OCT - 1990

FATHER'S NAME

JOHN WILLIAMS

MOTHER'S NAME

ANANDHI WILLIAMS

HUSBAND'S NAME

MATHEW JOSEPH

MARITAL STATUS

MARRIED

LANGUAGES KNOWN

ENGLISH, HINDI, KANNADA & TAMIL