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- **Permanent Address:**

House no 141,vinaynagar sector no
3,Gwalior Madhya Pradesh-474012

Personal Profile:

Father's name- Mr Vinod Upadhyay

Date of Birth :13/08/2000

Gender : Male

Nationality : Indian

Linguistic : English, Hindi

Human/Personal Skills:

People to People Skills,
Discipline, Honesty and
Punctuality.

Vision:

To be an intellectual asset for the
firm I am associated with.

Vaibhav Upadhyay**Career Objective**

To obtain a challenging position as a leader in distinguished financial sector institution where I can utilize my knowledge, leadership skills, and experience for the development of the organization and stable career building.

Career Profile

An experienced Professional with over 2 + year of experience on role in the Banking industry

A strong cheerleader and team player with effective leadership, communication, decision making, problem solving and interpersonal skills, together with a bottom- line corporate focus and a results-driven attitude.

Experience**1. AXIS BANK (19TH April 2021 to 8th August 2022)****Sales Experience**

- Acquiring new customers and maintaining relationship
- Sales through service

KYC VERIFICATION

- CREDIT CARD sales
- Document verification for credit card and NRI accounts.
- SERVIES related to credit card and savings bank accounts.

2. ICICI Bank Ltd. [8th August 2022 to 12th June]**Branch Operations**

- Manage overall activities pertaining to Operations .
- Process/authorize the transactions, deposits, withdrawals.
- To create a working environment, where customer can get best attention and service.
- Ensure all branch functions are carried out in accordance with laid down procedures & policies in the bank.
- Manage customer complaints through effective customer complaints resolutions process.

Sales Experience

- Acquiring new customers and maintaining relationship
- Sales through service
- Dealing with third Party products of ICICI
- Handling a team of 30 employees and driving sales for the Bank.

CRM

Professional Abilities:

- Ability to learn new skills in depth.
 - Strong analytical skills and ability to offer ideas towards creative decision making skills.
 - Proficient in knowledge management and sharing experience with other team members.
- Balanced the resource and activities of the department and ensured a high level of internal and external customer service satisfaction levels.
 - Executed customer centric banking operations & ensured customer satisfaction by achieving delivery & service quality norms.
 - Established personal relationship & developed future business, resolved client queries/complaints as well as provided guidance on the various products and services provided by the banks.

Academic Record

Graduation:

- BCOM FROM JIWAJI UNIVERSITY WITH 65%

Post Graduation:

Persuing Final year MBA.

Software Skills

- Finnacle, CRM, Ms Office suit, Advance Excel, I-VIEW,FCRM, BACKUP FCRM.

Declaration

I hereby declare that the above details are true to the best of my knowledge.

Place: HYDERABAD

Signature