

## CURCULUM VIITAE

### **PRIYANKA GUPTA**

Date of Birth: 13<sup>th</sup> 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

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### 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.

### SKILLS

Good communication

Fast learner

Client relation

Documentation

Microsoft Office

Database Management

Customer

Computer application & online program

### SOFT SKILLS

Leadership

Planning

Organization

Delegation

Public Speaking

Conflict Resolution

Problem Solving

Team player



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## 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**

- ☒ 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. (10<sup>th</sup> 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 2<sup>nd</sup> Oct/2022)
  - ☒ Handling 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)
  - ☒ 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
  - ☒ 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:**

**Place:** Guwahati



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**Signature:**

Priyanka Gupta