

RINKU YADAV

Phone: 9717901515

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Seeking an opportunity to work and grow as a management professional in an organization utilizing my management skills towards the achievement of the organization's objectives.

PROFESSIONAL PROFILE

- ✓ A result oriented professional with more than nine and half years of experience in banking.
 - ✓ Last associated with **Axis Bank Limited** as **Service Manager**
 - ✓ Significant experience in overseeing operations and driving business by effective relationship management and delivery of value added service.
 - ✓ Possess excellent interpersonal, communication and organizational skills with proven abilities in training & development, customer relationship management and planning.
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ACADEMIC ACCOLADES

Degree/Course	College/University
MBA (Finance)	PUNE UNIVERSITY – Maharashtra
BBA (Finance)	PUNE UNIVERSITY – Maharashtra
Senior Secondary	KENDRIYA VIDYALAYA AFS, PUNE (CBSE)
Matriculation	KENDRIYA VIDYALAYA AFS, PUNE (CBSE)
PGDB	IFBI (NIIT)
Post Graduate Program in Business Analysis	Purdue University

SKILL SET

- Generated financial models and templates utilizing Excel Spreadsheet, Including Pivot Tables & Macros.
- Designed and implemented relational databases utilizing MS Access & Excel.
- Prepared presentations utilizing Power Point and Microsoft Office Applications.

STRENGTHS

Team player, Disciplined, Self-motivated, Good listener, Self-Learner, Willingness to Enhance knowledge, Flexibility, Approachable, Sincere, Punctual.

WORK EXPERIENCE

AXIS BANK LTD.

Service Manager

Since 13 Sept 2018 – Feb 2023

Key Responsibilities:

- ✓ Service Related Issue for Nish Customer
- ✓ Supervise & Monitor all the servicing and transaction.
- ✓ Authorize PB & Teller transaction on **Banking Financial ERP Software**
- ✓ Managing Business development.
- ✓ Ensure quality customer service is delivered.
- ✓ Addressing the needs and requirements of Priority customers and prospective customers and Generate Revenue for the Branch.
- ✓ Handling total operational works in branch like preparing monthly reports, bills payment, cash management, follow all RBI policies, compliance and circulars.

HDFC BANK LTD

Teller Authorizer

(Retail Branch Banking)

Since 29th Sep.2017 – 13 Sept 2018

Key Responsibilities:

- ✓ Branch Operations and Audit Compliance.
- ✓ Supervise & Monitor PB & Teller desks.
- ✓ Authorize PB & Teller transaction on **Banking Financial ERP Software-“FLEX-CUBE”**.
- ✓ Responsible for Cash and Customer transaction at the Teller counters.
- ✓ Managing Business development in Branch and monitor sales of PB & Tellers.
- ✓ Ensure quality customer service is delivered.
- ✓ Monitor Staff productivity and give guidance on improving the same in conjunction with the Branch Manager.
- ✓ Reconciliation and maintenance of suspense accounts register as per the required formats.
- ✓ Generate various MIS reports as applicable (E.g.: NEFT, RTGS , DD/MC , Cash Remittances, Large credit and debit Transaction, Cash Deposit & Withdrawal etc.)

- ✓ Addressing the needs and requirements of customers and prospective customers and Generate Revenue for the Branch.
- ✓ Cash Management according to guideline of bank and RBI circular.
- ✓ Responsibility of handling branch expense, bills send to the Head Office.
- ✓ Handling total operational works in branch like preparing monthly reports, bills payment, cash management, follow all RBI policies, compliance and circulars.

KOTAK MAHINDRA BANK LTD

Authorizer

(Retail Branch Banking)

Since 24nd Dec.2014 – 28th Sep.2017

Key Responsibilities:

- ✓ Branch Operations and Audit Compliance.
- ✓ Supervise & Monitor Teller desks.
- ✓ Authorize Teller transaction on **Banking Financial ERP Software-“FINACLE”**.
- ✓ Responsible for Cash and Customer transaction at the Teller counters.
- ✓ Managing Business development in Branch and monitor sales of Tellers.
- ✓ Supervising all Non-Cash transactions like DD/MC ,Fund transfer etc.,
- ✓ Ensure quality customer service is delivered.
- ✓ Ensure that all Tellers are adequately trained on the Products of the bank. `
- ✓ Monitor Staff productivity and give guidance on improving the same in conjunction with the Branch Manager.
- ✓ Monitoring of dummy accounts, suspense accounts, deferred accounts, accounts payable / receivable.
- ✓ Generate various MIS reports as applicable (E.g.: NEFT, RTGS , DD/MC , Cash Remittances, Large credit and debit Transaction, Cash Deposit & Withdrawal etc.)
- ✓ Addressing the needs and requirements of walk in customers and prospective customers and Generate Revenue for the Branch.
- ✓ Cash Management according to guideline of bank and RBI circular.
- ✓ Handling total operational works in branch like preparing monthly reports, bills payment, cash management, follow all RBI policies, compliance and circulars.

GE CAPITAL (SBI Credit card)

Operational

(Retail)

Since JUNE 2012 - 2014

Key Responsibilities:

- ✓ Handling the pre on boarding queries form customers.
- ✓ Generate various MIS reports as applicable.
- ✓ Handling queries of customer regarding the Products .

PERSONAL DETAILS

Date of Birth : June 28th 1990

Father's Name : Rajender Singh Yadav

Marital Status : Married

Address : 2nd floor, House No. 104 T, Sector-38, Gurgaon -122001

Languages Known : English & Hindi

I declare that the statements given by me in this form are correct and best of my knowledge and belief.

Date:

RINKU YADAV

Place: