

# Priyanka Shrivastava

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## Experience

**Apprentice as a clerk • SBI Bank**

**Nov 2022 - Present**

Work Experience:

- Implemented comprehensive training programs for new employees on banking culture, including topics such as PPF nomination, KYC regulations, and effective customer dealing techniques.
  - Successfully streamlined the customer onboarding process by developing efficient systems and procedures, resulting in improved customer satisfaction and reduced processing time.
  - Actively collaborated with cross-functional teams to enhance the overall customer experience by implementing innovative solutions, resulting in increased customer retention and loyalty.
  - Demonstrated exceptional problem-solving skills by resolving complex customer issues, ensuring high levels of customer satisfaction and maintaining a positive brand image.
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## Education

**MBA • jiwaji university Gwalior**

**Jul 2010 - Dec 2012**

Finance • Grade: 64%

**Bachelor of Commerce - BComm • jiwaji university Gwalior**

**Jul 2007 - Aug 2010**

Commerce • Grade: 56

**12 • K g children school**

**Jul 2006 - Jun 2007**

Commerce • Grade: 80

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## Skills

financial statement interpretation, Microsoft Power Platform