

# SONAL WATWANI

Accounts Manager - Transaction Banking Group:  
Client Servicing Department

## About Me

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Outgoing and friendly with strong drive to succeed .



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Pilibhit, Uttar Pradesh, 262001

## EDUCATION

**Post Graduate Diploma in Banking**  
Manipal Academy of Higher Education,  
Bangalore  
2019 - 2020

**Masters of Commerce**  
M.J.P. Rohilkhand University, Bareilly  
2016 - 2018

**Bachelors of Commerce**  
M.J.P. Rohilkhand University, Bareilly  
2013 - 2016

**12th and 10th Standard**  
Ben-Hur Public School, Pilibhit  
Passed 12th Standard in 2013  
Passed 10th Standard in 2011

## SKILLS

- Compliance Assessment
- Prioritizing and Planning
- Service Oriented
- Computer Skills
- Team Leadership
- Key Decision Making

## EXPERIENCE

**ICICI Bank Ltd.**  
**Accounts Manager - Transaction Banking Group**  
**Client Servicing Department**  
**Sep 2020 - Current**

- To facilitate the exporter clients to carry on their Exports business and grow.
- Packing credit - Pre shipment and post shipment facilities, Discounting bills under Foreign LC. Foreign bills purchase, collection of foreign bills, etc.
- Inward Remittances- providing services pertaining to inward remittances received for the customers including Conversion into INR/other foreign currencies, EEFC deposits etc.
- Assist companies in trade services designed to meet a range of short term to medium term trade financing requirements of an importer or exporter.
- Remittances: Outward Remittances- providing services to facilitate outward remittances done on behalf of Importer clients and handling clean remittances for all customers.
- Other services/activities- Import transactions , Issuance and amendment of Letter of credit - inland and foreign and Bank Guarantees.
- Compliance with internal and external guidelines relating to Trade Finance.

**ICICI Bank Ltd.**  
**Probationary Officer**  
**Mar 2020 - April 2020**

- Resolved client issues by delivering excellent customer service and maintaining positive attitude.
- Resolve customer complaints in a timely manner.
- Identify opportunities to increase efficiency through automation or process re-engineering.
- Lobby management , general banking operations ( account servicing )

## ACCOMPLISHMENTS

- Lead the PGDB as Programme Leader.
- Achieved Excellence during Work experience - Onboarding clients digitally ( i-dsc )
- Qualified IRDA and NISM SERIES VI-Depository Operations Examination Certificate.