

Anshu Goel

Mobile: +91-7080500106 ,7906017553

E-Mail: 1810ansh@gmail.com

JOB OBJECTIVE

To work in a challenging and dynamic environment and keep adding value to the organization.

WORK EXPERIENCE

Operation Head in Branch Banking - ICICI Bank Ltd.

August 2014- Till Date

- Responsible for all operational work of Retail branch banking service i.e., Customer complaints, Teller counter, Remittance and all financial transactions, deposits, withdrawals, transfers.
- Handling a team of 6 value bankers and privilege bankers.
- Sharing weekly update of pending complaints and critical complaints with senior management.
- Work closely with Sales team to identify customer needs and promote current offers to customers.
- Enhance relationship value with existing customers.
- Educating bank customers on available credit options and the multiple loan products and investment products.
- Aim to achieve cost effectiveness and profitability of branch.
- Adherence to compliance for the process and transactions related.
- Responsible for high quality service, customer relationship and management.
- Mentoring team members on customer service and sales techniques.
- Communication with various teams for timely resolution of complaints.
- Handling daily reconciliation of payments as well as maintaining cash records.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank services.
- Provide efficient support to the Branch Manager in supervising the day-to-day operations to ensure a productive business workflow.

PROFESSIONAL HIGHLIGHTS

- Achieved Rating 1 in years 2016 ,2017, 2018 and 2019.
- Achieved Standard rating in the years 2020,2021 and 2022.
- Maximum members of my team were promoted to the position of operations head under my guidance.
- Achieved 5 Star Branch Audit Rating in Risk process.
- Achieved highest score in feedback of customer.
- Maintained 1000 adherence score on various compliance parameter of Retail Branch Banking.

ACADEMIC QUALIFICATIONS

2014	Post Graduate Diploma in Banking Operations from NIIT IFBI
2013	B. Tech from Uttarakhand Technical University
2009	12 th from CBSE Board
2007	10 th from CBSE Board

KEY COMPETENCIES

- Proficient in business applications viz. MS-Excel, MS-Word and MS-PowerPoint.
- Experience in handling and training a team of 6+ Cashier, Value Bankers and Privilege Bankers.
- Effective in communication, interpersonal, analytical and organisational skills.
- Prompt handling of customer escalations and timely resolution of all complaints.
- Multitasking, problem solving, effective time management skill.

PERSONAL DETAILS

Date of Birth : 16th December 1991

Current address: J-1201, Purva Venezia, Yelahanka New Town, Bengaluru – 560064

I hereby declare that the information provided by me is correct to best of my knowledge.

Date:

Signature