**Sunanda Shivhare**

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Demonstrated exceptional results in diverse business and cultural environment over 11 years of experience in Banking industries. Successfully managed challenges in operations, transformation, risk management, project & program management. Nurtured the young talent by providing Training and development strategies in order to utilize their skills.

“Achieving professional excellence with the best utilization of my knowledge, potential and skills there by contributing my best toward the field of the organization.”

**Profile Summary**

* Improve the operational systems, processes, and policies in support of organizations mission, support better management reporting, information flow and management, business process and organizational planning.
* Manage and increase the effectiveness and efficiency of Staff and Support Services (Vendors) by cross functional training.
* Played a significant role in long-term Planning, providing Training and development skill based programs including an initiative geared towards operational excellence.
* Working as Team leader for Account Operation and Servicing for more than 6 years and handling a team of 30 people.
* During working in Banking, provided multiple training sessions to the bankers & fresher’s on providing better service to the customer and handling banking operations.
* Applied keen customer centric approach by resolving customer queries, issues & grievances and developing & maintaining healthy relationship with account holders by providing high quality services and lead a team of more than 30 and participated in work allocation, performance evaluation,
* motivation, training & development and so on. ✓ Managing and Heading all liability operations and Worked on many applications such as Finacle 7X, Finacle 10x, Finacle CRM, Profunds, Omniflow, DMP.
* Ability to manage multiple engagements and competing priorities in rapidly growing, fast paced, interactive and results-based team environment.
* Worked as a lecturer in NIIST, Bhopal in EC dept from 18.08.2008 till 06.03.2009, provided multiple trainings to the students on effective communication
* Worked as a lecturer in LIST, Bhopal in EC dept from 01.07.2010 till 10.10.2010.
* Worked in IBM Bangalore as a Technical Executive from Nov 2010 till January 2011
* Post graduate Diploma in Banking for 9 months from ICICI academy Bangalore.

**Roles & Responsibilities**

* Savings, Current & TASC Account opening.
* Trainer and developed specific programs for the young Talent.
* Strong Knowledge of KYC and queries handling from branches.
* Experience in Finacle 7x and 10x
* Expertise in DVU of forms and analyze Kyc issues & get them resolved.

**Core Competencies**

* Team Management – Handling team of more than 30 staff
* Retail Banking Operations
* KYC, AML, Audit & Compliance
* Strong and fast decision making
* Banking Operations
* Management & Work Alignment
* Audit Compliance
* Compliance and Controls
* Trainer for handling banking operations and maximizing their skills

**Key Skills**

* Nurturing Talent and providing dynamic team for working.
* Strong data analysis, interpretation, and problem-solving skills.
* Willingness to accept challenges along with ability to overcome them.
* Goal oriented and motivated individual along with ability to work independently.
* Capacity Planning and performance.
* Strong client facing skills.

**Academic & Professional Profile**

* Post Graduate Diploma in Banking from ICICI Manipal Academy with CGPA-8.5.
* MBA in Banking and Finance along with job in ICICI bank from Manipal university with

CGPA -7.5.

* Bachelor of Engineering in Electronics & Communication in year 2008 with 77.28% from

RKDF Institute of Science and Technology.

* Class 12th in year 2004 with 76% from CBSE.
* Class 10th in year 2002 with 73.3% from ICSE

**Personal Details**

* Date of Birth :- 26/03/1987
* Languages Known :- English, Hindi
* Gender :- Female
* Nationality :- Indian
* Marital Status. :- Married
* Address :- D-902 Pittie Kourtyard . Near Chandan Nagar Police Station. Kharadi Pune. 411014.