**NILOFAR MITHANI**

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**OBJECTIVE** A well-trained and highly organized Service Manager with more than 7 years of experience who will provide high-quality customer service and satisfaction at or above company standards while leading a dynamic and high-performing selling and technical team in sales and service.

**PROFESSIONAL 1. SERVICE DEELIVERY MANAGER (2018-2020)**

**EXPERIENCE INDUSIND BANK LTD**

**MUMBAI**

* + - * Maintaining high performance levels for service-related processes, and Implementing improvement activities wherever necessary
      * Maintaining positive relationships with customers.
      * Identifying customer needs and overseeing service delivery within the business context.
      * Leading the service delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently.
      * Determining ways to reduce costs without sacrificing customer satisfaction.
      * Assessing customer feedback and using your creativity to establish, improve, and refine services.
      * Remaining organized and meeting deadlines.
      * Trade-Business related, Non-Trade related & General Banking operations related.
      * Looking after client servicing at the branch lobby
      * Checking KYC documents on new client Account opening forms.
      * On boarding of new acquired clients through welcome call and audit on sales process.
      * Managing TAT for all service & operational transactions
      * Activation of clients on net banking and other non-branch channels.
      * Business lead generation and passing to relevant sales channel.

**2. SENIOR FINANCIAL SERVICE MANAGER (2011-2015)**

**ICICI PRUDENTIAL LIIFE INSURANCE**

* The responsibilities would include business sourcing and development,
* Maintaining customer relationship.
* Cross-selling banks other products, and acting as a single interface to
* Clients
* Service the portfolio of existing and new clients
* Manage all aspects of the insurance transaction,

**Skills**

* Financial Modeling
* Valuation
* Forecasting
* Ratio analysis
* Basic excel
* H look up
* V look up
* H look up
* V look up
* Pivot table
* Presentation skills
* Team handling
* Email writing
* Client handling
* Issue resolving
* Pressure handling
* Work flexibility
* Time flexibility
* Working under pressure
* On boarding clients
* Team player
* Leadership quality
* Stocks
* Bonds
* Dividends
* Derivatives
* Option
* Mutual fund

**EDUCATION MBA FINANCE (MMS)**

**BACHELOR OF SCIENCE SCHEMISTRY**

**CERTIFICATION CERTIFIED WITH FINANCIAL ANALYSIS PRODEGREE**

**IMARTICUS LEARNING as a learning partner collaborated with**

**KPMG**

**COURSE**

**CURRICULLUM** Understanding of financial products at a beginner level

(Equities, Derivatives, Stock market, mutual funds, trade

life cycle, Bonds, etc...)

Financial Modeling

Valuation