VIMALA P Mail : carevimala@gmail.com

Phone : +91-9944704661

Personal details: Current Address:

Father’s Name-P Vimala Flat No- 7/2, Shiv Apartment, DOB - 24th June 1987 Door no – 1B, Velmurugan Colony, Marital Status – Married Vadapalani, Chennai –26.

**Objective**

Finding out the best possible way to reach my destination with effective use of resources and technology and ensure full ownership of work assigned to me and assuring effective coordination with the team

**Experience**

* **2years 10 months**
* **At ICICI Bank, Chennai**  (From 18th Aug 2009 -12th July 2012)

**Roles and Responsibilities:**

* Handle customer’s professionally
* Advise bank customers on financial investment
* Learn about different banking products to respond to customer queries
* Process or Authorize transactions in accordance with laid down procedures in bank
* Monitor customer service against standards set by bank
* Manage customer complaints through effective customer resolution process
* Ensure minimum turnaround time

**Key Achievement**

* Got selected in ICICI PO Program and completed **PGDB-Retail Branch Banking** at ICICI Manipal

Academy

* Got Best Customer service award in 2009

**Strengths and Interests**

* Highly motivated, independent and a strong team player.
* Good team handling and managing the relationship with customers
* Adaptability
* More Interested in acquiring new skills and updating the knowledge

**Path for Career**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **YEAR** | **%** |
| BE | Periyar Maniammai College of Technology  Anna University, Tanjore, Tamilnadu | 2004-2008 | 73 |
| HSC | Arokiamatha matriculation Higher Secondary School, Trichy Tamilnadu | 2004 | 86 |
| SSLC | Arokiamatha matriculation Higher Secondary School, Trichy Tamilnadu | 2002 | 83 |

**DECLARATION**

I hereby declare that all the above-furnished details are true and best of my knowledge.

Date:

Place: Chennai (VIMALA P)