**SHWETA NARSARIA**

2550 Kingston Road, Phone: (647) 534 8831

Scarborough, Ontario, M1M 1L7 Email: [shweta.narsaria@gmail.com](mailto:shweta.narsaria@gmail.com)

*Professional with extensive experience of 9 plus years in retail banking with history of consistent growth, build relationships and encourage collaboration. Solutions-driven, multi-award-winner with a superior record of leading and mentoring team to deliver and excel in the banking industry.*

**PROFESSIONAL SKILLS AND QUALIFICATIONS**

* Over 9 years of experience in banks with vast knowledge of finance, regulatory requirements and general bank operations
* Adept at leading branch staff in exceeding sales goals whilst delivering excellent customer service
* Exceeded sales targets of the branch by 30%
* Entrepreneurial business acquisition mindset
* Possess effective communication, interpersonal & problem solving by negotiation skills and have handled extremely busy and hectic schedules
* Active participation in Rewards &Recognition across products
* Computer skills in MS suits (Excel, Word, PowerPoint and Outlook)
* **Master of Business Administration focused in Marketing, IFIC in progress**

**CAREER SYNOPSIS**

**Sunlite Mortgage, Canada May 2018 till date**

Business Development Manager

* Maximize Sunlite Mortgage’s penetration in the mortgage industry
* Prepare annual business plan outlining objectives and strategies
* Product and policy review with the existing lenders and appoint new lenders

**Santander Global Corporate Bank, United Kingdom Feb 17-May 17**

Customer Service Advisor

* Analysis of customer complaints under PPI (Payment Protection Insurance) with utmost accuracy

**ICICI Bank, India - Branch Manager (Manager Band-II) Jul 07-Sep 16**

Branch Manager **Apr 15-Sep 16**

* Experience in business, personal and NRI (Non-resident Indian) banking
* Deliver results and support new client acquisitions through multiple channels
* Lead change and allocate resources to meet the needs of the community, growing sales, revenue, and market share
* Ensure high employee engagement through recruiting, talent management, development, and career planning
* Inspire and pioneer superior retailing excellence to deliver a memorable client experience
* Coach team on client advice and education, problem resolution and prevention at first point of contact and advocate for digital enablement and multichannel usage
* Take appropriate actions to close gaps identified through operational, credit effectiveness, and compliance reviews and reports
* Clocked ever highest figures in Life Insurance Business and Mutual Fund business

Regional Service and Sales Manager **May 14-Mar 15**

* Handled service matrices audits, training and R&R for all the branch staff
* Compliance review of 22 branches in the region
* Review of BSC (Balance Score Card) and suggest areas of improvement
* Achieved Rank 1 BSC of Regional Service Manager in the Zone

Customer Service Head **Apr 11-Apr 14**

* Collaborate with system, customers, and other stakeholders
* Headed customer service department based at corporate office
* FCRM (Finacle Customer Relationship Management) mentor and developer of processes for Pan India branches
* Reduction in customer complaints and escalations through a set process
* Increase in FOCUS(Feedback on customer service) scores
* Engaged in new projects and senior management councils
* Review and trainings of 2500 retail branches

Assistant Manager **Jul 07-Mar 11**

* Area Sales Manager for Micro banking Loans
* Analysis of TAT(Turn Around Time) for Finacle requests and process flow
* Business MIS and Monitoring. Analysis through report / PPT presentation for Senior management reference
* Designing process under FCRM for retail branches for capturing customer requests and liaise with other departments for necessary approvals



**CERTIFICATION**

* Pursuing IFIC (Investments Fund In Canada)
* Actively pursuing Financial Services connections Program with Ryerson University, Canada

**EDUCATION**

**Master of Business Administration, Marketing**

University of Mumbai **2007**

**Bachelor of Science, Mathematics and computers**

University of Indore **2005**