

## Summary

Over 2.5 year of experience in a dynamic banking environment with a strong focus on End to End Retail & Business Banking transactions, Insurance, Demat, Mutual Funds, and Trade Finance etc. My strengths include excellent organizational and multitasking skills. Have the ability to perform well under pressure, able to establish priorities, manage time productively and driven to achieve the extra mile in any task. I take pride in my oral and written communication skills and can effectively communicate with all the levels. Working as Assistant Manager in Axis Bank involved in managing day to day retail business, CASA Acquisition, Cash handling as a Teller, customer service, balance drawer, petty cash, and customer service. Coordinating with Branch Manager and discussing the day to day report.

## Educational Profile

Examination	Board	Year	%	Institute
Secondary(x)	W.B.B.S.E	2006	83	Illambazar high school
Higher secondary(XII)	W.B.C.H.S.E	2008	70	Illambazar high school

## Technical Profile (B-Tech)

University	Institute	Year	Branch
West Bengal University of Technology	Bengal Institute of Technology and Management, Santiniketan	2008-2012	Electronics & communication Engineering

## Semester Overview

1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>
7	6.71	7.31	6.87	7.33	7.79	8.26	8.55

## Professional Degree

- Post Graduate Diploma in Banking Services from Manipal University of Banking

## Training

- Completed special vocational training from PRASHAR BHARATI, Kolkata on antenna propagation and communication.
- Completed Industrial Training from DURGAPUR STEEL PLANT
- Certificate course on ASP.NET and C# from CMC Training Institute, Kolkata

## Extra curriculum activities

- Dancing (BHARAT NATYAM) certified BANGIYA SANGEET PARISHAD
- Singing (Rabindra Sangeet) certified by PRACHIN SUR-O-KALA KENDRA

## **Work Experience**

### **Axis Bank Ltd.**

#### **Assistant Manager, Teller**

**18 Sep 2015 –1st Jan 2018**

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Axis Bank is the third largest private sector bank in India. The Bank offers the entire spectrum of financial services to customer segments covering Large and Mid-Corporates, MSME, Agriculture and Retail Businesses. Axis Bank is one of the first new generation private sector banks to have begun operations in 1994. The Bank was promoted in 1993, jointly by Specified Undertaking of Unit Trust of India (SUUTI) (then known as Unit Trust of India), Life Insurance Corporation of India (LIC), General Insurance Corporation of India (GIC), National Insurance Company Ltd., The New India Assurance Company Ltd., The Oriental Insurance Company Ltd. and United India Insurance Company Ltd. The shareholding of Unit Trust of India was subsequently transferred to SUUTI, an entity established in 2003.

## **Responsibilities**

- Ensure high speed delivering while handling cash transactions as teller.
- Responsible for cash / checking deposits, processing loan payments, opening accounts, getting direct deposits accounts activate ATM / debit cards.
- Cash handling, customer service, balance drawer, petty cash.
- Maintained proper cash limits, cashed checks, accepted deposits, and issued cashier's checks, money orders, traveler's checks, cash advances, and funds transfers.
- Supported clients in all banking transactions.
- Processing and verification of inward and outward clearing cheques and transfer cheques.
- Handling label creation, label updating, activation of an account, provision of fund transfer facility, customer ID replacement and back validation of demand draft.
- Acquisition of CASA to meet month end targets.
- Cross selling of various products of the Bank like Insurance, Demat, Mutual Funds, and Trade Finance etc.
- Meet clients and offer payment solutions and suggest the various products of the bank.
- Increase the customer base of the Bank and strengthen customer relationships through networking.
- Attain efficiency in the Operations Work- lending, product sales, customer service, and safety and security of the branch.
- Participate in community affairs to promote the Bank's visibility and enhance new and existing business opportunities.
- Managing all forex transactions as per branch requirements.
- Having ability to identify the forged notes.
- Handling of account transfer and scheme change activity, converting account to FCRA enabled account
- Managing team of data entry operators and doing the verification of requests like cheque book issuance, nomination, internet and mobile banking, KYC, Pan Card.

**Hobbies**

- Driving
- Listening to music.
- Drawing

**Personal Details**

**Name:** Shilpa Chatterjee  
**Father:** Subrata Chatterjee  
**Date of birth:** 17/12/1990  
**Languages known:** English, Bangla, Hindi  
**Permanent Add:** C/o Subrata Chatterjee,  
Vill+Po- Illambazar,  
P.S- Illambazar, Dist- Birbhum,  
West Bengal- 731214

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Mordecai Lane, Lp- 51/4/3/1/3,  
Kolkata- 700074

**I hereby declare that all the above stated statements are true to the best of my knowledge and belief.**

(Signature)