

Sandhya Verma

Noida, Uttar Pradesh

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- MBA (HR & Marketing) with 4 years of experience in Sales and Backend Operations in Branch Banking and Regional

Processing Centre (Head Office) respectively.

- Expertise in managing all types of accounts i.e. Demat, trading including Savings and NRI Account and all

Cash management tools.

- Skills in managing day-to-day cash transactions of the clients and cross selling of different banking products

and achieving sales target of bank products.

- Comprehensive experience in delivery of banking services; provided services to existing customers & managed all

aspects of customer relationships,

- Excellent interpersonal, communication & organizational skills with proven capabilities in team management &

customer relationship management

Work Experience

Assistant Manager - Backend Operations

ICICI Bank Limited - Delhi, Delhi

February 2015 to October 2019

Key Result Areas

- To take care of overall sales target of account opening & banking backend operation process.
- Administration of cash & non cash transactions of the clients.
- Rendered solutions and cross sell of Demat Account, Life Insurance, Mutual funds.
- Adhering to risk management policies of the corporation with efficient management of Account

Opening

formalities

- Adhering to compliance by checking DVU in account opening
- Regularly update of Service request for Gulf Country NRI clients
- Communication with team in order to formulate & implement policies, procedures, goals, & objectives for better operational work.
- Relationship handling with the clients.
- Executed account opening formalities

Education

M.Com

Lucknow University - Lucknow, Uttar Pradesh

2015

B.Com

Lucknow University - Lucknow, Uttar Pradesh

2011

Skills / IT Skills

- Branch Operations/Branch Sales Account Opening/Target Backend operations Achievement Know Your Customer (KYC) Norms Due Diligence Key Account Management Team Management Statutory Compliance Customer Service
- Finacle
- FCRM
- CRM Tool for Client Details
- MS Office (MS Word, MS Excel & MS PowerPoint)
- DP secure
- I-view
- ICIS
- Omniflow
- Infopool