

# Navaneetha v

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## EXPERIENCE

### HDFC Bank Ltd, Bangalore — Personal Banker

Apr 2021 - Aug 2021

To be the first point of contact with the customer in the branch, provide customer service and product information.

Customer acquisition through sales to walk-in customers, referrals, from walk-ins for current account, saving account and demat accounts.

Deliverables custodian, managing vault limits & vault custodian.

Responsible for generating reports & filing .

Resolution of customer queries / complaints.

Handling all NEFT, RTGS outward foreign remittance transactions .

Handling all processes of Branch Banking and audit & compliance .

Checking and monitoring, all AOF of the branch as well as sales and ensure that the FTNR should be zero.

### HDFC Bank Ltd, Bangalore — CSRM

Aug 2015 - Sep 2017

Handling the 50 corporate, taking care of all requirements of the corporate in terms of bank assets, third party assets and insurance.

Pitching all the products of the bank to the client.

Responsible for providing service to the customer and cross selling the bank products.

Sending daily MIS reports to the seniors.

### Kotak Bank Ltd , Bangalore — BDE

Oct 2014 - Feb 2015

Acquisition of New Client (NTB) through external individual efforts for Current Account, Savings Account products of the bank.

Customer to be sourced from individual, small business,trusts associations, corporate.

Revenue Generation, Customer Acquisition , Customer Retention, Cost Efficiency Through adherence to products, process and regulatory requirements.

## SKILLS

Team Player and motivational skills.

Attitude towards learning.

Sincere and Hard worker.

Quick learner.

## LANGUAGES

English, Tamil,  
Kannada,Telugu,Hindi.

## **ICICI Bank Ltd , Bangalore - Officer**

Jan 2014 - Sep 2014

Selling banking products to clients. Product might either CASA, Credit Cards, Mortgage, Loans bank assurance or all of these.

Prospecting and identifying new leads and pitching to the clients.

Providing client service to existing customers. They are required to manage all aspects of customer relationships.

Corporate sales to get premium and HNI clients.

Strategist Implementing ways to achieve targets for the bank.

## **EDUCATION**

### **Govt Higher Secondary School**

2009 - 2010 - 60%

Major - Science

### **Sivagammiammal college of arts and science**

2010 - 2013 - 84%

Bsc- Computer Science

## **Personal Details**

Name Navaneetha v

Date of birth 15/07/1993

Gender Female

City Bangalore

Nationality Indian

Hobbies Listening Music , Traveling

I here declare that the above information furnished by me is true and correct to the Best of my Knowledge .