

Priyanka Verma

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PROFESSIONAL SUMMARY

Conscientious Operations manager who courteously provides a variety of banking services to customers and oversees all major banking operations. Adapt at applying effective management skills and specialize in working in a fast-paced environment to meet customers needs and ensure efficient banking operations.

PROFESSIONAL EXPERIENCE

ICICI Bank LTD (Wealth Management)-5th May 2018 to till date

Service Relationship Manager(Grade DM-II)

Key deliverables:-

- Manage the delivery of Customer First Service Excellence .
- Manage wealth clients portfolio with their day to day banking services and needs .
- Supervised daily branch activities such as accounting activities and executed customer transactions including deposits , withdrawals , dd , neft /rtgs , cheques and remittance .
- Answer telephone queries of clients on banking products including savings , loans , investment and lines of credit
- Processing mutual funds transactions and banking account modifying requests .
- Handling escalations to the earliest possible way .
- Compliance with all statutory requirements of RBI Guidelines .

Key Skills:-

- Wide knowledge of retail banking operations and associated regulations
- Knowledge of banking products and services
- Proficient with bank back office operations and systems
- Familiarity in handling confidential information
- Immense ability to work on multiple projects in a fast paced environment

Job location :- 2 years working experience in Jaipur , presently in Lucknow

EDUCATIONAL QUALIFICATIONS

PGDM-RM, Institute of rural management, Jaipur (affiliated to AICTE) year 2016-18 ,65%

- B.Com from Pragati college , Raipur (C.G.) (affiliated to Pandit Ravi Shankar Shukla University) in the year 2016, 59%
- 12th from Maharishi Vidya Mandir School, Raipur (C.G.) (affiliated to CBSE Board) in the year 2013, 75%
- 10th from The Aditya Birla Public School, Raipur (C.G.) (affiliated to CBSE Board) in the year 2011, 75%

ADDITIONAL QUALIFICATION/ CERTIFICATION

1. NSE's Certificate on Financial Markets (NCFM).
2. NISM Series V-A: Mutual Fund Distribution Certification Exam.

INTERNSHIPS UNDERGONE

- **Summer Internship**

Organization : **BOSCH India Foundation**

Duration : 60 days (from 19/5/17 to 18/7/17)

Job Description : Survey Researcher

Project Title : A study on Current practices and prospective sources of livelihood of farmers in tehsil Bassi , Rajasthan.

- **Winter Internship**

Organization : **TechnoServe India**

Duration : 21 days (from 1/1/2017 to 21/1/2017)

Job Description : Surveyor

Project Title : A study on sustainable guar initiative in village Bikaner, Rajasthan..

SEMINARS ATTENDED/ TRAININGS UNDERGONE

1. Attended two days workshop related to Financial Markets initiated by KARVY STOCK BROKING LIMITED in FMS-IRM.
2. Attended three days seminar held by Entrepreneurship Cell in FMS -IRM.

TECHNICAL SKILLS

Basic knowledge of Computer (MS-Office)

KEY RESULT AREAS

- I am a proactive person having good communication skills and quick learning abilities.
- I have ability to work in challenging atmosphere.

ACHIEVEMENTS/ OTHER ACCOLADES

1. I secured first position in group management activity in orientation programme of IRM, Jaipur.
2. I won in extemporary competition in Jazz Intercollege competition of Pragati college.

PERSONAL DETAILS

Parents : Ms. Geeta Verma & Mr. Praveen Kumar Verma
Nationality : Indian
Marital Status : Single
Date of Birth : 12/12/1995
Gender : Female
Linguistic Ability : English, Hindi
Permanent Address : House no. 2289 , Sai nath Chowk near Vinayak chowk ,
Raipur (C. G.) Pincode :- 492001

DECLARATION

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date: 20/02/21

Priyanka Verma

Place: Lucknow