

**EDUCATIONAL QUALIFICATION:**

Bachelor of Management Studies – Patkar College Mumbai

(June 2005 – April 2008)

**Major**– Finance

Secured First Class

Academic Project: Research onPepsiCo

**WORK EXPERINCE:**

**Relationship Manager (July 2008 – February 2010 )**

**Standard Chartered Bank (Mumbai, India)**

* Acquired high net worth clients for banking and investments products.
* Advised clients for investments through host of products like insurance, mutual funds and fixed deposits.
* Involved in fulfi ling customer needs through home loans and loans against property.
* Involved in client relationship management activities, building and maintaining relationships with new and existing customers.

**Service Relationship ManagerNovember( 2010 - November 2015)**

**HDFC Bank Limited (Mumbai, India)**

* Responsible for customer service, duties included answering customer queries, problem solving and providing detailed information on new products.
* Worked with newustomersc in the development of new accounts and the implementation of new system
* Generated repeat business through successful client follow-up
* Handled the responsibilities of troubleshooting products and services to meet customer satisfaction
* Consult andanalyze with customer about the services and products offered by the organization
* **CO-CURRICULAR ACTIVITIES:**
* IRDA Certified
* AMFI Certified
* Proficient in MS ofice products like MS Excel, Word and PowerPoint

**TRAITS:**

* Willingness to learn
* Open to assessment
* Team-mate and a good leader
* Decision Maker
* Confident
* Hardworking
* Good in Inter personal relationship and communications

**SKILLS:**

* Long term client and vendor relationships
* Analytical ability, client management and research
* Strategic and analyticathinking mixed with enthusiasm for perennial learning
* Ability to work well under continual time deadline

**PERSONAL DETAILS:**

* Date of Birth:22nd September 1987.
* Sex: Female
* Languages known:
  + English:Read, Write and Speak
  + Hindi: Read, Write and Speak
  + Marathi: Read, Write and Speak
  + Gujarati: Speak

**First Name of Application CV No:** **1701180**

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