**SHIVANSHU**

**SHIVANSHU.364167@2freemail.com**

***To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people; which makes growth in organization as well as personal growth.***

### Summary

### *Managing end to end process of corporate customer*

### *Managing group of people who are occupied in day to day operational activity*

### *Having experience of financial institute like ICICI*

### *Throughout good academic record*

### *Good learner and self-motivated person*

PROFESSIONAL / ACADEMIC QUALIFICATIONS

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| --- | --- | --- |
|  | *Institute / University* | *Year* |
| *MBA - Finance and Marketing* | *KANPUR INSTITUTE OF MANAGEMENT STUDIES* | *2011* |
| *Bachelor of Science (B.Sc.)* | *C.S.J.M University, Kanpur* | *2007* |
| *Intermediate* | *S.V.M Inter College, Unnao* | *2004* |
| *High School* | *S.V.M Inter College, Unnao* | *2002* |

Computer efficiency and Skills

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| --- | --- |
| *ERP Systems* | *ORACLE Financials R12* |
| *Operating Systems* | *Windows XP, Window 7* |
| *MS Office* | *MS Word, MS Excel and MS Power Point* |

Work Experience

### *Currently working as ‘Branch Supervisor’ in Modern Exchange, Oman since June - 2014.*

*Modern Exchange Company is in the money exchange business in the country by providing currencies of all the countries at good exchange rates and excellent service for money transfer worldwide.
Current Role & Responsibilities*

### *Supervise the staff and branch operations in the day-to-day operations*

### *Responsible for the money and any other valuables entrusted by the company*

### *Adhere to Front Office procedures and controls at all times*

### *Balancing the cash at the end of the day and preparing the necessary reports*

### *Ensure the highest standard of Customer Service is given*

### *Managing/resolving customer discrepancy*

### *Maintaining office documentation*

### *Worked as ‘Senior Executive’ in Ambitious Associates (DSA), New Delhi from April - 2012 to Apr - 2014.*

*Ambitious Associates is into facility provider between customer and banks. Customer comes to us for obtaining the big amount loan from banks. Based on customer we create customer profile and process his case with appropriate bank. We resolve discrepancy from customer which is raised by bank to obtain the facility.
Role & Responsibilities*

### *Making customer profile for Loan approval*

### *Managing end to end process for corporate customer*

### *Managing group of people who are occupied in day to day operational activity*

### *Managing/resolving customer discrepancy*

### *Maintaining office documentation*

### *Worked with ICICI as sales advisor between Mar- 2008 to Dec – 2009.*

*ICICI is well known brand for banking sector in India. I was associated with ICICI as sales advisor. We was making sales for banks with multiple product like auto, card, insurance and mortgage.*

PROJECT UNDERTAKEN

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| --- |
| *Pradeshik Corporative Dairy Federation Limited* |
| *As part of Brand analysis Pradeshik Corporative Dairy Federation Limited wanted to have survey of his brand in many states of india. We have conducted the market analysis between PARAG and AMUL.*  |
| *ICICI Bank* |
| *Marketing Services Study of ICICI Bank**ICICI wanted to improve their service quality where required the customer feedback and analysis on that. We have conducted the customer survey throughout the Delhi and Utter Pradesh and submitted the analysis report to ICICI.* |

ACCOMPLISHMENT/ EXTRA CURRICULAR ACTIVITIES

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| --- | --- |
| *Accomplishment/Activities* | *Place* |
| *The Training Programme of M.S.M.E* | *Under the guidance of government, organized by Kanpur Institute of Management & Studies (KIMS) Unnao* |
| *Undergone Training* | *PEPSICO Bottling Plant (manufacturing unit) at Kanpur* |

Personal Details

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| --- | --- |
| *Date of Birth* | *23-July-1988* |
| *Marital Status* | *Married* |
| *Language Known* | *English, Hindi* |
| *Nationality* | *Indian* |
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**References:**

On Request can be provided