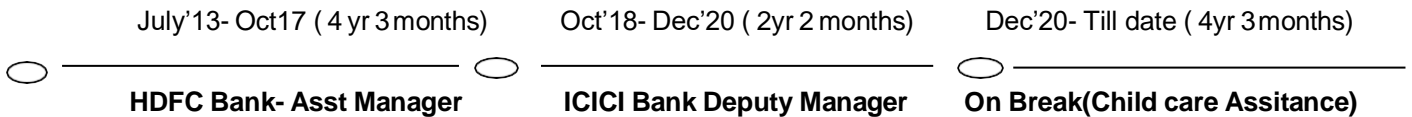


Name: Pallavi Sharma
Email ID: Pallavisharma3036@gmail.com
Mob. No.: +91-7042474455

OBJECTIVE: To Excel In The Assigned Area Of Work And Contribute To Growth of the Organization & Society Through Enhanced Support, Dedication, Creativity & Services And To Create Self Identity.

CAREER TIMELINE



CAREER SUMMARY (Total Work Experience 6yr 5 Months)

1) ICICI BANK INDIA Oct 18-Dec20 (2 yr and 2 months)

Personal Banker – Deputy Manager

Experience: 2 year and 2 Months

ROLE & RESPONSIBILITIES:

Accountabilities:

Customer Relationship Management:

- ⇒ Providing Service to the Privilege & Wealth NRI customers, handling their requests and complaints pertaining to day to day banking activities and doing operational jobs of bank.
- ⇒ Processing certain requests on email as per the process and quick response to client.
- ⇒ Extracting MIS from DATA centre on the behavioural aspects of clients transaction done.
- ⇒ Analysing Client bank account balances inflow outflow report and uploading same in CRM for action.
- ⇒ Working for 360 degree acquisition of customers based on STACK & CPMR.

2) HDFC BANK July'13- Oct17 (4 yr 3 months)

Personal Banker – Asst Manager

Experience : 4 year 3 Months

ROLE & RESPONSIBILITIES:

Accountabilities:

Customer service and Customer satisfaction

- ⇒ Overseeing operational performance of the branches, generating business as per the management requirements and achieving set targets.
- ⇒ Designing and streamlining processes to ensure smooth functioning of the business operations.

Business Development & Marketing:

- ⇒ Conducting competitor analysis & competency mapping for keeping abreast of market trends and competitor moves to achieve market share.
- ⇒ Identifying & developing new streams for revenue growth and maintaining relationships with customersto achieve repeat business.

Operations Management:

- ⇒ Performing cash and non-cash transactions effectively with minimal errors.
- ⇒ Preparing the Daily, Weekly and Monthly and Quarterly reports.
- ⇒ Ensuring that TAT and Service Level Agreements are adhered.

Customer Relationship Management:

- ⇒ Managing customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- ⇒ Attending to clients with a smile and ensuring that their queries are resolved in time.

Team Management:

- ⇒ Motivating the team and controlling the attrition.
- ⇒ Creating and sustaining a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team members.

EDUCATIONAL QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

2002	2002-05	2006-09	2009-11	2013-14
GMSSS Sec 46 10 th STD	Diploma in Architectural School	BCA	MBA IT & Mkt CMTR,PTU	Personal Mgt& Welfare, SD College PU, CHD

PERSONAL INFORMATION:

Date of birth : 25th November 1986.
Father's Name : Mr. Rajeev Sharma
Marital status : Married
Present Address : Spaze Privy AT4
#Flat no 024 ,Block A2 ,Sec 84
Gurgaon ,122050
Permanent Address : No.3036, Sec 47D
Chandigarh , 160047
Contact no : +91-7042304455
Languages known : English, Hindi, Punjabi .

DECLARATION:

I do hereby declare that the particulars of information and facts stated herein above are true and complete to the best of my knowledge and belief.

Place: Gurugram

Name: Pallavi