**Privilege Banker- ICICI Bank**

**Shambhavi Medoju**

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Seeking a position in an organization that provides me ample opportunity to explore & excel.

# Educational Background:

**Post Graduate Diploma in Banking and Management**

Manipal University – Bangalore, KA

2019

**B. Tech**

Malla Reddy Engineering college, JNTUH – Hyderabad, TG

2016

**Intermediate**

Sri Chaitanya Junior college – Hyderabad, AP

**SSC**

Sri Nayaki Model High School – Hyderabad, AP

**Certifications:**

* Received certificate's for AMFI , IRDA and NISM.

**Project Handled:**

* **Project on Privilege banker- relationship Manger:**
* Maintained knowledge on banking products and distribution to provide optimal service support.
* Coordinated with teams and assisted clients in providing optimal financial advice on various banking products.
* Monitored client requirements, identified prospective opportunities and assisted in increasing revenue.
* Analysed financial products and recommended appropriate products to clients.
* Developed and maintained bank revenue goals.
* Managed all product inquires for clients and provided solutions.
* Opened high value current account and saving account.
* Achieved monthly target in selling life insurance, mutual funds, personal loans and home loan.
* Maintained good relationship with customers by regular visits and telephone calls.
* Opened Demat account and trading account.
* Handled Demat services like of dematerialization and materialization of shares.
* Delivered excellent customer service.

**Computer Knowledge:**

**Platforms (OS)** : Windows XP, Windows 7 & above

## **Packages Known** : Microsoft Office 2003 & 2007 & above (Excel, Word, PowerPoint).

**Banking Application** : Finacle, Fx Solutions, FCRM, ICRM.

# Professional Experience:

ICICI BANK LTD October 2018 – October 2020

# Privilege Banker-Relationship Manger/salary

* Relationship Manager for more than 300 customers including NRI clients.
* Maintained knowledge on banking products and distribution to provide optimal service support.
* Identifying, acquiring, developing and maintaining customers relationships.
* Delivering excellent customer service.
* Negotiating mutually profitable business plans with clients.
* Being a central point of information for business relationship relate matters.
* Processing a high volume of daily phone calls and email from customers.
* Coming up with ideas to improve customers relationships.
* Planning projects and activites systematically in line with business priorities.
* Maintaining up to date knowledge of competitor activity, products and services.
* Attending and contributing at sales meeting.
* Prospecting new customers.
* Measuring customers satisfaction levels.
* Answering product related questions from customers.
* Keeping in touch with customers through personal visits, telephone calls and correspondence.
* Creating cross sell and up sell opportunities.
* Taking on complex customer issues and resolving them.
* Setting up meetings with new clients.
* Ability to explain complex information clearly and simply.