

Shikha Dhiman

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**Middle Management Roles in:
Retail Branch Banking | Back-up Branch Manager |
BranchCompliance| Branch Authoriser|**

Targeted Industry: Banking and Financial Service Sector

CAREER OVERVIEW: 4 years 2 month of experience in retail branch banking, operations, cross sell other banking products & investment advisory (Life Insurance & Mutual Fund), client relationship management within the BFSI sector. Presently working with **ICICI Bank Limited as Value Banker.**

BUSINESS OPERATIONS: Known for delivering high revenue and profit gains within highly competitive regional market. A keen learner with a flair for adopting emerging trends and addressing industry requirements to achieve organizational objectives and profitability norms. A consistent performer with demonstrated skills in increasing revenue & streamlining workflow.

COMMUNICATIONS: Exceptional communicator with strong negotiation, problem resolution, and client need assessment aptitude. Equally effective at identifying opportunities, developing focus, and providing tactical business solutions, experienced in managing and working with cross cultural teams.

BUSINESS SKILLS

BUSINESS:

Sales and Marketing, Business Development, Profit Centre Operations, Key Accounts Management, Sales Promotions and Product Launches, Team Management, Investment Advisory.

ORGANIZATIONAL:

P&L Management, Revenue Management, Budget and Expenditure Management, Business Tieups and Alliances, Relationship Management.

OPERATIONS:

Strategy Planning, Branch Operations, Process Management and Improvement, Cost Savings, Customer Service Delivery.

**EXPERIENCE Since January 2016 with ICICI
Bank Limited Value Banker**

- Contributing in branch profitability by cross sell of third party product (LI, MF, GI, Forex) and other retail branch banking products.
- Responsible for branch audit and compliance with coordination of RRM.
- Organising corporate activities on banking products and financial literacy.
- Ensuring steady inflows from mapped current account and saving account book by giving quality services & CA-SA attachments.
- Contribution in GL of branch is 45% in FY 19-20 by adding retail liability and GBG clients.
- Managing end to end customer transactions with in TAT and keeping high branch focus.
- Responsible for acquisition of high value CA & SA accounts which increased MAB & MEB of branch.
- Target enhancement of existing and new relations at multi folds with adding propositions of Business Loans, Personal Loans, Credit Cards, Salary and Wealth.

Achievements FY 19-20

- Top performer in region on LI by achieving figure of 1.35cr BWRP
- 5 regional contest qualified
- 3 zonal contest qualified
- 80% contribution in branch achievement on LI.
- Top value banker in region on revenue achievement in Q2 & Q3
- Top value banker in zone on productivity in Q4
- Top performer in credit cards in Q3, achieved setup of 150 credit cards.

EDUCATION

- 2015 IFBI PGDBO from NIIT, Dehradun
- 2015 M.com from CCS University, Meerut
- 2013 B.com from CCS University, Meerut

PERSONAL DETAILS

- Date of Birth : August 14,1992
- Known Language: Hindi, English
- Nationality : Indian
- Gender : Female
- Marital Status : Single

Date:

Place:

ShikhaDhiman