

# **CURRICULAM-VITAE**

## **ANOOP SHUKLA**

House No. B 281,  
Indira Nagar Colony  
Raebareli – 229 001  
Uttar Pradesh, india  
Contact No:- **+91 9250880055**  
E-mail: [anoopshukla8813@gmail.com](mailto:anoopshukla8813@gmail.com)

### **Career Objective**

To get a competitive and challenging job to deliver best of my skills and make best use of my efforts to contribute to the success of the organization.

<b><u>Course</u></b>	<b><u>Year of Passing</u></b>	<b><u>University/Board</u></b>
MBA	2011	A.A.I.D.U Allahabad
B.Com	2007	C.S.J.M. University, Kanpur, Uttar Pradesh
Intermediate	2004	Board of High School and Intermediate Education, Uttar Pradesh
High school	2002	Board of High School and Intermediate Education, Uttar Pradesh

### **Educational Qualification**

#### **Technological Exposure**

Sound knowledge of MS Office and Open Office (writer, calc).

#### **Organizational Experience**

- 1 From July 2008 To Dec 2011 worked **ICICI BANK LTD** as a Relationship Officer.
- 2 From June 2012 To Dec 2013 Worked **AXIS BANK LTD** as a Officer.
- 3 From Dec 2013 To Tell Date Currently Working **HDFC BANK LTD** as a Deputy Manager.

#### **Professional Snapshot**

1 years of experience in a gamut of functions ranging from Retail Banking to Customer Satisfaction and Relationship Management.

#### **Core Competencies**

#### **Business Development**

- 1 Relationship Management with the existing clients (mainly with NRI & HNI clients) & cross selling of various product and services like ULIP, GI, MF& gold coins.
- 1 Providing Wealth Management, Portfolio Management, Assets Allocation and Financial Planning services to the clients.
- 1 Sales of Banking Products i.e. Saving Account, Current Account.
- 1 Customer Acquisition and Customer Retention.

### **Customer Services**

- 1 Handling Customer's Query.
- 2 Organizing Senior Citizen Meet, Customer Meet on monthly basis, attending their concerns & complains & taking necessary steps for resolving them effectively.

### **Additional Profile**

- 1 Preparation of Branch Book, City Sales Dossier & list of top 400 people of the city.
- 1 Organization of inbound activities (Senior Citizen Meet, Customer Service Meet, Dealers Meet, Rotary Club Meet, Diwali Milan Gathering).
- 1 Organization of outbound activities like Children's Day Celebration, Mehndi Competition and Painting Competition.

### **Strengths**

- 1 Ability to generate new ideas for various promotional activities.
- 1 High level of product & process knowledge for effective customer service.
- 1 Analyzing product, market risk appetites of the customers and recommending suitable products.

### **Personal Details**

Date of Birth : 20th May, 1987  
Sex : Male  
Language known : English, Hindi.

Date.....\.....\.....

Place .....

**Anoop Shukla**

