



Aditi Tripathi

A professional, targeting challenging assignment in **Banking & Branch Operations / Operations Management** with a leading organization of repute in the **Banking & Financial Services Industry** in **Mumbai**

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Profile Summary

- A competent professional with **over 6.10 years** of rich experience in **Banking Operations, Operations Management and Customer Relationship Management** with expertise in **Capital Markets and financial products such as CASA**
- **In-depth understanding of all processes & systems** connected with Banking industry; **knowledge of Banking guidelines** & other statutory obligations for smooth branch operations
- Expertise in **Bank Reconciliation Statement Preparation, Bookkeeping, monthly closures and Financial statements Preparation**
- **Forward-focused individual with effective contribution to enhancing organizational processes** by lowering risk, heightening productivity and improving internal controls
- Recognized as Insurance Regulatory and Development Authority Certified Corporate Agent
- Expert in **monitoring various operations** in coordination with cross-functional teams; experienced in **managing a team of 5 personnel**
- Proficient in managing daily branch banking, locker operations, Demat and Forex services; addressed and resolved branch audit issues
- Performance-driven professional with comprehensive understanding of **Process Compliance, TAT, SLA** and strengths in efficient operations; impressive success in delivering business impact
- Exhibited leadership across business functions with expertise in driving **improvement methodologies**, developing methods and upgrading processes to improve overall productivity, efficiency and quality
- Added value to the efforts of the organization by **building high performing teams** that excel in delivering business value with high morale & low attrition

Core Competencies

Banking & Branch Operations

Process / SLAs Improvement

Audits, Quality & Compliances

Risk Mitigation & Control

Escalation Management

Stakeholder/ Client Engagement

Reporting & Documentation

Liaison & Coordination

Team Building & Leadership

Organizational Experience

Aug'13- Jul'20 with ICICI Bank, Navi Mumbai/ Bhilwara (Rajasthan) as Deputy Manager

Growth Path:

Aug'13- Apr'15: Senior Officer

May'15- Jan'19: Assistant Manager

Feb'19- Jul'20: Deputy Manager

Key Result Areas:

- Planned, organized & coordinated all the banking activities & operations
- Adhered to the AOP (Annual Operative Plan) and achieved the set targets
- Managed escalations and customer complaints/ issues to provide on-time and relevant resolutions
- Conducted capacity calculation for process & utilities requirements in the branch
- Implemented improvement methodologies in process; ensured streamlined business operations at the branch
- Mentored teams for enhanced customer satisfaction; supervised a team of 5 members to optimize business operations
- Ensured compliance with organizational and statutory guidelines, policies and procedures
- Monitored & ensured optimal utilization of resources and motivated teams to perform better
- Prepared reports to apprise management of the business performance and assisted in formulating future objectives & commercial policies/ procedures; worked closely with cross-functional teams/ higher management
- Coordinated with other branches and headquarters to share effective practices, competitive & market intelligence
- Devised action plan, and strategized to get profit through branch operations and cross-sell
- Gained understanding of the products to provide the customers with valuable advice
- Worked extensively on know the value bankers (VBs) productivity and revenue generation
- Supervised & ensured all legal and regulatory documents are filed and monitored compliance with laws and regulations

Highlights:

- Recognised as the star performer for the year 2017 and 2018
- Received the second rating in ICICI performance appraisal scorecard during 2013-20
- Received II rating in ICICI performance appraisal score card in last years from 2013-19
- Secured II position in AIMA (All India management association) at national level at Lonavala

Previous Experience

Apr'12- May'13 with ASNSM College, Chittorgarh as Guest Lecturer (Economics)

Internship

Jun'12- Jan'13 with Bhilwara Spinners Ltd., Bhilwara as Management Trainee

Academic Details

- **2016:** **M.Com. (Business Administration)** from MDS University
- **2013:** **MBA (Finance & HR)** from Pacific Institute of Management, Udaipur
- **2011:** **BBA** from SDM College, Bhilwara

Achievements:

- Research project carried out and selected for the presentation at national conference conducted by IIT Delhi and Curtin University, Australia
- Research projects carried out and selected for the presentation at national conference conducted by IIT Roorkee
- Research project carried out and selected for the presentation at National Conference Conducted by NIBM Pune

IT Skills

- MS Office Excel & Word
- Finacle 10X
- DpSecure NSDL

Personal Details

Date of Birth: 10th September 1990
Languages Known: Hindi, English & Marwari
Address: 204, Vishwakarma Tower, Sec 21, Kharghar, Navi Mumbai, 410210, Maharashtra