**Ashok Epuri**

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**CAREER OVERVIEW**

A value driven and highly accomplished professional with 6 years 2 month of experience in Banking & Finance; expertise in NRI Banking, Retail Banking and Portfolio Management; instrumental in Relationship Management, priority Banking & Banking operations;

**SKILL**

* Strong ability to establish and retain customer relations.
* Ability to work on flexible schedule.
* Proficient with Word, Excel and Finacle software applications.
* Possess excellent oral, written and interpersonal communication skills.
* Self-motivated, quick learner, ability to work in both independent and collaborative work environment.
* Proficient in achieving targets, providing better service to our clients and ensuring achievement of the organizational revenue targets in budgeted parameters.
* Maintaining excellent relations with clients to generate business avenues.

**WORK EXPERIENCE**

**Kotak Mahindra Bank, HYDERABAD** – Deputy Manager

July 2018 – Present

* Working as a NR Relationship Officer – International banking for NRI Customers (HNI – Services)
* Resolve escalated customer issues promptly and efficiently.
* Helping the bank to acquire more accounts from NRIs and helped to promote customer loyalty to bank products and services.
* Identify the cross selling opportunities by building relationships.
* Remittance (Inward & outward)
* Money2India remittance service
* Fixed Deposit
* FCNR Deposit
* RAP (Rupee Advantage Plan)
* Investment in Insurance LI & GI
* Mutual Funds
* NRI Home Loan
* Interacted with customers to resolve their queries pertaining to bank accounts, remittance and their other financial needs.
* Proactively responding to a broad range of customer requests and addressing their enquiries and issues.
* Following the AML procedures in fraud transactions.

**ICICI BANK, HYDERABAD** – Senior Officer

Feb 2014 – Dec 2017

* Responsible for prompt resolution to customer service enquiries though web mails within TAT.
* Proactively identify sales prospects and do business development activities in the geography assigned.
* Follow up on new leads and referrals to generate business.
* Responsible for achieving the monthly sales targets, assigned to him/her, for various products and services offered by ICICI Bank.
* Cross sell new product and service opportunities of Remittance to India, Forex, Fixed Deposit, Mutual Funds and Investment in Insurance LI & GI.
* Ensured error-free documentation is achieved for all account openings and customer instructions.
* Follow the various internal guidelines and procedures of the bank.
* Resolve customer queries/issues and facilitate customer service. Maintain periodic status reports, including daily activity report and calls/follow-ups made.
* Checking KYC documents on new client Account opening forms.
* On-boarding of new acquired clients through welcome call and audit on sales process.
* Managing TAT for all service & operational transactions.
* Business lead generation and passing to relevant sales channels.
* Acquisition of quality accounts for the bank NRE savings as well as NRO savings accounts.
* Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.

**Educational Qualifications**

* **MBA from SPHOORTH ENGINEERING COLLEGE** affiliated to **JNTUH.**
* **B.COM** **from JAGRUTHI DEGREE & PG COLLEGE** affiliated to **Osmania University**.
* **INTERMEDIATE** from **SV Junior Kalasala**, under **State Board of intermediate**.
* **Class X** from **ZPHS** under **Board of Secondary Education**.

**Technical profile**

* Worked in OWS (Oracle watchlist screening application).
* Worked in SCDM (Secured Compliances Data Matching)
* Operating Systems : Windows
* Other Exposures : MS-Office 2003/07/10
* Computer networks

**Personal Profile**

* Father’s Name : Kondaiah
* Date of Birth : 09th July 1989
* Gender : Male
* Marital status : Single
* Nationality : Indian
* Hobbies : Playing cricket, Listening Music
* Languages Known : English, Hindi, Telugu
* Location : Plot No-902, Rajivnagar, Boduppal, Hyderabad – 500092.