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Career Profile

A Performance Driven Professional with over 1 years of experience and proven track record in Retail Banking Sector. Expertise includes Service & Compliance, Portfolio management, Financial planning & Operational workflows.

Experience Summary

- *Experience includes exposure to Know Your Customer (KYC), Customer Profiling & Client servicing.*
- *Branch operations and Service with Compliance parameter.*
- *An effective communicator with excellent interpersonal, training, team Management and leadership skills.*
- *Proactive to identify, assess, monitor, and control risk associated with compliance And implement corrective/preventive measures as required.*

Customer Service Officer – ICICI Bank, KOLAR
Present

December, 2019–

ICICI Bank Ltd is a multinational financial services company headquartered in Mumbai, India. It is the second largest bank in India by assets and third largest by market capitalization. It offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries in the areas of investment banking, life and non-life insurance, venture capital and asset management.

December 2019 - Present

Role : Customer Service Officer

Key Responsibilities:

- *Currently holding Service and Compliance as primary responsibility.*
- *Managing Floor efficiently and audit parameters.*
- *Ensuring customer service is within service level time frame on a day-to-day basis.*
- *Service cum Sales - Actively cross selling of Life & health Insurance, Accounts, and other Products.*
- *Have a good hands on experience working on Core banking Systems Such as FINACLE & FCRM.*
- *Actively cross-sell a variety of banking products including Life Insurance and promote products and services of Personal Financial Services and Private Banking.*



- *Responsible for the effective relationship management of a portfolio for Privilege customers, existing and new, with a view to enhancing client Relationships.*
- *Having Good Knowledge in Banking Operations and Banking Process.*
- *Having Good Knowledge in Finacle for doing bank operations*
- *Serving Privilege clients walking into the branch and cross selling bank products and third party products to customers according to their profile.*
- *Acquiring current accounts and savings accounts and getting CASA from them by making the bank as primary banker.*
- *Handling current and Saving account queries, Forex requirements and processing Demat related transactions.*
- *As a Customer Service Officer, had taken care of all branch operation from Cash to Branch Audit.*
- *Having good knowledge in audit parameters.*

FINACLE: *Is the core banking software of ICICI Bank designed to meet all the customer requirements and covers the entire gamut of functionality*

FCRM: *System which helps in tracking down the history of client complaints and Client requests.*

Certification: *IRDA Certified & AMFI Certified*

Education Qualification:

- *PGDBO in Banking and Finance from NIIT Institute, Year-2019*
- *Bachelor of Commerce- Shree vishnupriya college of management Study's - Chikkaballapur -Bangalore university YEAR 2015-2018.*

Computer Skills :

- *Microsoft Word*
- *Excel*
- *Power Point*

Languages known :

- *English,Telugu,Hindi,Kannada.*

References *On Request*

