



## PROFILE

My educational background in Commerce, along with my current Banking Experience & career goal to excel in Financial / Banking Industry makes me a suitable candidate for a role within the Financial Institutions.

A beginning of my career in this industry will definitely allow me to learn various aspects of this sector which will further help me in identifying prospective customers to forging beneficial relationships, creating high-impact when it comes to providing client services.

I consider myself confident and someone who is always willing to learn with a flair for knowledge. I possess an upbeat, positive can-do attitude, a Team player & a Self-motivated person including the ability to act as a role model within the organization. All this along with my strong ethics and dedication will make me an excellent resource & beneficial addition to any organization.

# MAYUR SONI

Wealth Management Officer

## EDUCATION

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**INTERNATIONAL CHAMBER OF COMMERCE AND ICC ACADEMY** *(Completed in July, 2022)*

**BACHELOR OF COMMERCE** *(Completed in December, 2020)*  
**DEVI AHILYA VISHWAVIDYALALA, INDORE, MADHYA PRADESH**

**SANMATI HIGHER SECONDARY SCHOOL, INDORE** *(Completed in May, 2017)*  
**GRADE 12TH**  
**CENTRAL BOARD OF SECONDARY EDUCATION (C.B.S.E)**

**SANMATI HIGHER SECONDARY SCHOOL, INDORE** *(Completed in May, 2015)*  
**GRADE 10TH**  
**CENTRAL BOARD OF SECONDARY EDUCATION (C.B.S.E)**

## CONTACT

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+971547979121 (Currently on Tourist Visa)

+91-9977722202

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[MAYURSONI056@GMAIL.COM](mailto:MAYURSONI056@GMAIL.COM)

## PERSONAL INFORMATION

Birth Year May.22.1999  
Gender : Male  
Nationality : Indian

Current Address:  
Flat No: 301, Parshwarnath Apartment, 47  
Mahaveer Nagar, Indore (452018), Madhya Pradesh

## HOBBIES

Guitar

## WORK EXPERIENCE

**ICICI Bank Limited – Indore, Madhya Pradesh**

*(April' 21 till Present)*

**Wealth Management – Phone Banking Officer**

- Assisting Wealth Customer with regards to their queries on Bank Accounts, and other banking services like Cards, Loans, and Trading DEMAT Accounts.
- Responsible for supporting the Team Leader to manage escalations and close them while taking appropriate actions
- Providing timely resolution, while adhering to compliance guidelines.
- Responsible to maintain good & satisfying customer services to clients and cross sell other banking products.
- Coordinating with relevant teams to ensure that the client's transactional requests are completed smoothly and within the stipulated timelines.
- Providing excellent and strong Customer Service in Professionally & Ethically.

**Career Panga – Indore, Madhya Pradesh**

*(Sept 20 to Mar 21)*

**CUSTOMER SERVICE REPRESENTATIVE**

- Managing inbound calls and service enquiries from existing and prospective customers.
- Generating sales leading to on-board students as new customers.
- Build sustainable relationships and trust with customers through open, interactive and meaningful communication.
- Identifying and assessing customers' requirements to provide accurate and relevant information regarding their career.
- Analyse data and maintain student records, organizing files and data in Excel.

## RELEVANT SKILL

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- Application packages: Microsoft Word, Excel and Power-Point.
- MS Excel: Vlookup Reporting and MIS.
- Well-groomed dynamic personality with high degree of loyalty.
- Quick learner and ever ready to strive to perform any given task in a perfect and professional way.
- Strong work ethics and commitment to comply with the rules and regulations of the organization at all times.

## Please Note

References will be provided whenever required. I hereby declare that the above information is true and correct to the best of my knowledge.