

# SHABNAM PATEL

## CUSTOMER SERVICE SPECIALIST

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### CAREER OBJECTIVE:

I'm **Shabnam**, With an established track record of more than Eight years in the banking and financial sector, I have continuously shown my dedication to providing top-notch customer service and accomplishing organizational goals. Together with my strong interpersonal skills, my in-depth knowledge of banking and insurance products enables me to efficiently identify and meet clients' financial needs.

### CAREER SKILLS:

- Have **Strong Communication skills** like **Emotional intelligence, Cohesion and Clarity, Friendliness and Confidence**
- Possess **Interpersonal skills** such as **Self-Confidence, work ethics, Relationship Management, Collaboration, Workplace Etiquettes and Positive Attitude**
- Own **Technical Skills** like **Project Management, Time Management and Teamwork**

### PROFESSIONAL WORK EXPERIENCE:

<b>Organization:</b>	<b>ICICI BANK Ltd. (Mumbai India)</b>
<b>Tenure:</b>	<b>August 2015– May 2023</b>
<b>Designation:</b>	<b>Deputy Manager</b>

- Extensive experience in Customer Service in the **Banking finance and Insurance** sector
- Responding promptly to customer queries and providing them most appropriate suggestions
- An effective communicator with strong **convincing power** and **client management skills** Dealing with NRI customers and solving their queries
- **Processing of Wire Transfer** Inward and **Outward Remittances** to different countries and different currencies such as **USD,GBP,JPY,AED,AUD,CAD** and all other currencies.
- Having experience and knowledge of rules and functions of **NOSTRO and VOSTRO**
- Ensuring maker/checker part is done by adhering rules and process
- Ensuring easy and accurate process of remit money
- Processing of **Travel Card** as per need of the customers
- Liaising with various teams of middle level and senior level management to get the transaction done within TAT.
- Managing existing relationship and sourcing and developing new clients and **handling portfolio of HNI clients**
- Understanding the **business of the customers** and assessing the requirements in terms of investments
- Developing and enhancing the relationships with the Clients by focusing on the current account float and transaction banking business and increasing the wallet share in the account

- Offering **cross selling products** to engage clients across the **product portfolio** of ICICI Bank Ltd and other group companies such as life insurance (ICICI prudential), priority sector lending, general insurance(from ICICI Lombard) and issuance of bonds through I-Sec,Mutual funds,Business loan,Personal loan,Credit Card and all other banking products

#### ACADEMIC EDUCATION:

DEGREE/CERTIFICATION	EXAMINING BODY:	YEAR
Master in Commerce M.COM	University of Mumbai	2015
Bachelor of Commerce B.COM	Ghanshyamdas Saraf College	2014

#### CERTIFICATION/ ADDITIONAL SKILLS:

- MS Office (All versions, esp. MS Word, MS Power Point)

#### PERSONAL INFORMATION:

Languages : Hindi, Gujrati, Marathi, English, Urdu  
Date of Birth : 1<sup>st</sup> June, 1994