

PRIYANKA SHEKHAWAT

BRANCH RELATIONSHIP OFFICER



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Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Work History

**Dec 2021 -
Current**

Branch Relationship Officer

AXIS BANK LTD, DELHI

- Developed and maintained strong knowledge of multiple products and varying levels of benefits within each product.
- Educated and worked with clients on ROI terms to find accurate solutions.
- Offered competitive commercial banking solutions and retail financing options.
- Developed advanced product knowledge to share current information while generating and delivering products quotes.
- Networked to identify potential new clients and expand geographic territories.
- Worked with clients to provide competitive commercial banking solutions and retail financing plans.
- Discussed financial options with clients and provided informed suggestions.
- Met with members to understand goals and recommend solutions to fit specific needs.

**Sep 2018 - Dec
2021**

Teller Officer

HDFC BANK LTD, DELHI

- Performed teller scheduling to achieve appropriate branch coverage for business needs.
- Assisted tellers in cashing checks by verifying signatures and amounts.
- Provided clients with general information on account opening.
- Trained newly hired tellers, providing extensive mentoring along with positive reinforcement to help employees meet monthly goals and reach objectives.
- Conducted various branch operations tasks such as balancing and replenishing ATM, TCD and shipment processing.
- Received checks for deposits, entered information into database and issued receipts.
- Motivated tellers to achieve sales and service goals with continuous coaching.
- Executed various customer deposits, withdrawals, and money orders.
- Recognized potential sales opportunities to cross-sell appropriate products and services to clients and make qualified referrals.

- Addressed employee issues and conflicts, applying listening and communication skills to promote quick resolution.
- Managed branch vault by verifying accuracy of cash transactions.
- Educated customers on the use of banking websites and mobile apps.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates.
- Answered telephone inquiries on checking and savings accounts, loans, and lines of credit.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Followed up on customer complaints and provided solutions to enhance customer satisfaction.
- Maintained accurate records of customer transactions in line with bank procedures.
- Maintained in-depth knowledge of bank products and services to provide appropriate recommendations to customers



Skills

| | | | |
|---|--------------------------|-------|--------------------|
| ◆ | Statement Reconciliation | ◆◆◆◆◆ | Upper intermediate |
| ◆ | Foreign Currency | ◆◆◆◆◆ | Advanced |
| ◆ | Compliance adherence | ◆◆◆◆◆ | Advanced |
| ◆ | Workplace training | ◆◆◆◆◆ | Upper intermediate |



Education

- ◆ **Jul 2016 - Jun 2018** **Master of Commerce**
Rajasthan University, JAIPUR
Percentage: 59%
- ◆ **May 2013 - Jun 2016** **Bachelor of Commerce**
Kanoria P. G. Mahila Mahavidyalaya - JAIPUR
Percentage: 61%
- ◆ **Apr 2012 - Mar 2013** **Senior Secondary**
G.R. Global Academy - JAIPUR
Percentage: 84%
- ◆ **Apr 2010 - Mar 2011** **Secondary**
G.R. Global Academy - JAIPUR
CGPA: 7.8



Certifications

Jun 2013 CPT - ICAI

Jul 2021 IRDA

Apr 2022 NISM



Languages

ENGLISH



HINDI



RAJASTHANI



Software

ORACLE



FINACLE



SAKSHAM



MICROSOFT EXCEL



Accomplishments

- Achieved Service Excellence 1 Diamond, 2 Platinum and 2 Gold Awards for completing sales target.
- Received Subharambh Award for opening 7 accounts in 7 days in Axis Bank.
- Received March Spotlight Award for selling the most number Insurance policies in the cluster.



Interests

Dancing

Crafting

Travelling