

Rima Pareshkumar Shah

+91 9913382196

Rimashah1515@gmail.com

1246,Dipala No Khancho, Raipur, Ahmedabad - 380001

EDUCATION

- **Manipal Academy of Higher Education**
Post Graduate Diploma in Banking & Finance,2021
- **Bodiwala Commerce College**
Master of Commerce, 2018
- **Sahjanand Commerce College**
Bachelor of commerce, 2014

EXPERIENCE

Branch Relationship Officer - Retail Branch Banking Department | Axis Bank | June 2020 - Present

- ◆ Handle banking operations related to determining financial objectives, preparing & implementing systems, policies & procedures for streamlining the banking operations.
- ◆ Manage the overall functioning of process, identify improvement areas and implement adequate measures to maximize customer satisfaction level. Handle current account deposits, savings account deposits, cash, & administrative departments.
- ◆ Build and maintain healthy business relations with clients, ensure high customer satisfaction matrices by achieving delivery & service quality norms.
- ◆ Vendor bill settlement activity.
- ◆ Cash teller (Receipts & Payments) Ensure the proper cash balance for the branch within the limit.
- ◆ Salary processing for different Corporates.
- ◆ Cross selling and giving investment advisories to the customers, ensuring better service to them.
- ◆ Handle Forex transaction card reload, inward and outward remittances.

CERTIFICATE AND ACHIEVEMENT

- ◆ Certification in "Customer Relation and Sales".
- ◆ Certification of NISM – Mutual Fund Distributor Examination (AMFI).
- ◆ Certification of Depository Operations Certification Examination.
- ◆ Insurance Institute of India IRDA certified - Certificate in Composite Insurance
- ◆ AML and KYC Certification from Axis bank Ltd
- ◆ Awarded for outstanding performance in "Family festa Season 3" in Axis bank Twice.

SUMMARY

Rima is highly enthusiastic and goal oriented professional with good relationship building and business development skills. She is pretty good at customer handling, relationship & product management, implementing sales strategies and presentation skills. Goal and team oriented with strong leadership skills and a commitment to team quotas.

SKILLS

Strong communication
Organization and prioritization
Problem solving
Team leadership
Attention to detail
Active listening
Time management
Flexibility
Stakeholder Management

LANGUAGES

English
Hindi
Gujarati

INTEREST

Travelling
Event management
Dancing
Art and craft
Book reading
Volunteering
Writing
Listening music