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 -	Branch Relationship Officer
Current	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 - De	ec Teller Officer
2021	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 machinedriven 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

Foreign Currency

Compliance adherence

Workplace training

Education

Jul 2016 - Jun Master of Commerce 2018 Rajasthan University, JAIPUR Percentage: 59% May 2013 - Jun Bachelor of Commerce

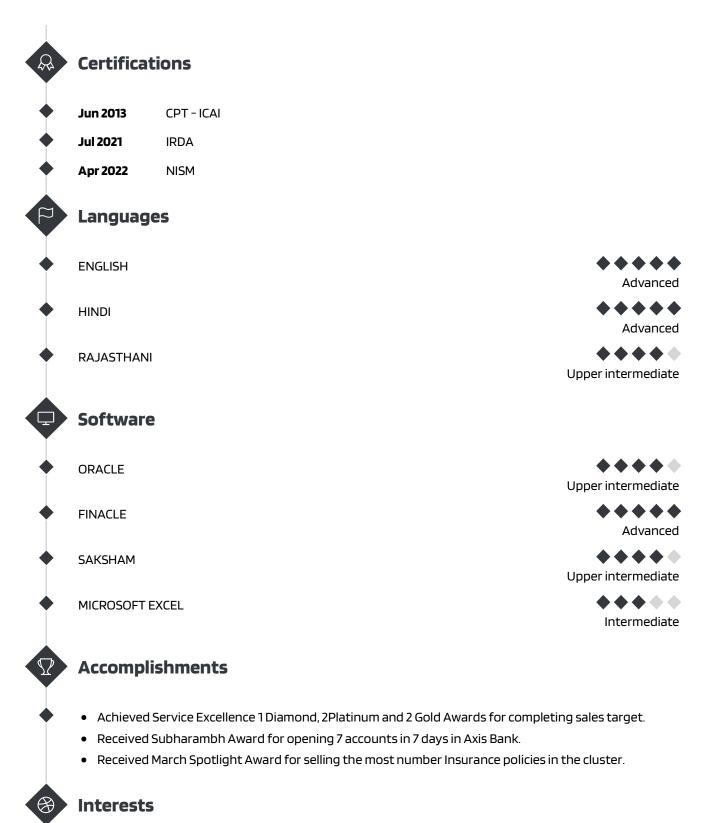
2016 Kanoria P. G. Mahila Mahavidyalaya - JAIPUR Percentage: 61%

Apr 2012 - Mar Senior Secondary 2013

G.R. Global Academy - JAIPUR Percentage: 84%

Apr 2010 - Mar Secondary 2011 G.R. Global Academy - JAIPUR CGPA: 7.8





- Dancing
- Crafting
- Travelling