

RESUME



R. RAJESWARI

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CAREER OBJECTIVE:

To seek challenges and responsibilities in a professional environment and to implement all my technical knowledge towards accomplishing the tasks and thereby work towards the welfare of the organization where my application, knowledge and skills can be effectively put in.

WORK HISTORY:

Organization : Axis Bank Limited
Designation : Assistant Manager
Role : CSO (Customer Service Officer) Retail Banking
Tenure : September 2017 - till date.

- Managing branch operations and day today activities like locker access, making electronic payments, Demand drafts, Etc.
- Selling & Cross-sell banking services and products. Handling customer queries face to face, telephone.
- Providing Advices on investments opportunities to the customers.
- Assisting with customers with online banking and other general customer services. Make customer more knowledge about the products they are going to use.
- Successfully increase business through networking, new client prospecting and referrals.
- Participate in sales and marketing activities for the purpose of meeting branch sales goals and objectives.
- Ensuring timely resolution of customer queries and improving customer service levels.

CERTIFICATIONS:

- Certified in **IRDAI** in the month of August, 2018.
- Won corporate folder award in February 2018 at Axis Bank Ltd
- Certified in **CASA KRAze** contest in June 2018 at Axis Bank Ltd.
- Certified in **CASA KRAze** contest in September 2018 at Axis Bank Ltd.

ACADEMIC CHRONICLE:

Course	Institution	Board/ University	Year of Passing	Marks
MBA (FINANCE)	Sona college of technology, Salem	Anna university	2017	76.00%
B.SC (BOTANY)	Standard Fireworks Rajarathinam College for Women, Sivakasi.	Madurai Kamaraj University	2015	77.00%
XII	S.H.N.G.Higher Secondary School, Sivakasi	State Board	2012	80.42%
X	S.H.N.G.Higher Secondary School, Sivakasi	State Board	2010	90.00%

MAIN PROJECT:

TITLE: A study on customer awareness towards internet banking services at LAKSHMI VILAS BANK, Sivakasi.

DESCRIPTION: The report contains the brief description about LAKSHMI VILAS BANK. It contains finding and analysis of the survey conducted to gather primary data to create awareness about internet banking services that influence the satisfaction of customers.

MINI PROJECT:

TITLE: A study on customer satisfaction survey of SBI around Salem.

Description: The report contains the details about State Bank of India. It contains finding and analysis of the survey conducted to gather primary data to judge the importance of various attributes that influence the satisfaction of customers.

COMPUTER PROFICIENCY:

Accounting Software : Tally 9
Computer Basics : MS Office (Word, Excel, PowerPoint)
Operating System : Windows XP, 7, 8, & 10.

AREAS OF INTEREST:

- Banking Management and Technology
- Marketing of Financial Services

ACADEMIC ACHIEVEMENTS:

- Won 2nd rank in B.Sc Botany (Specialization in Plant Biotechnology).
- Completed Online course diagnosing the financial health of a business.
- Visited Botanical Survey of India in the area of Herbarium Maintenance in Coimbatore.

CO-CURRICULAR ACTIVITIES:

- Participated National Conference in Nehru Institute of Technology, Coimbatore.
- Attended Quiz competition in Bannari Amman Institute of Technology, Sathyamangalam.
- Participated Best Management Team in Kongu Engineering College, Perundurai.
- Completed Advanced Diploma in Costume Designing and Dress Making.

EXTRA CURRICULAR ACTIVITIES:

- Won 3rd place in Dance (Tap your feet) in an Intercollege meet.
- Participated IKEBANA competition in Ayya Nadar Janaki Ammal College, Sivakasi.

HOBBIES:

- Designing Clothes
- Reading Newspapers
- Playing Badminton

PERSONAL PROFILE:

Date of Birth	: 18th April 1995
Nationality	: Indian
Gender	: Female
Permanent Address	: 168/65, Kattha Nadar Street, Sivakasi, Virudhunagar DT, Tamilnadu - 626123

LANGUAGES KNOWN:

SPEAK: English, Tamil, Telugu

READ : English, Tamil

WRITE: English, Tamil

DECLARATION:

I hereby declare that all the details furnished above are true to the best of my knowledge and I also assure that I will prove myself the best if I have been provided with an opportunity.

Place: Erode

Date:

Yours Sincerely



[R.Rajeswari]