

RINKYMEHTA

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PROFESSIONAL SYNOPSIS

- ✦ Proficiency in customer interaction and public dealing; expert in managing various banking operations including Inward Clearing, Outward Clearing, Deposit, Mobilization, Collections, Cash transactions, Transfers and Account Opening
- ✦ Dexterous in training & recruiting skills; managing branch audit and compliance score.
- ✦ Proficient in ensuring compliance with Banking rules, Regulations and Procedures, maintaining records, branch operations and steps of good customer experience, presenting suggestions for better performance
- ✦ Played a pivotal role in managing the Personal Banker, Remittance and Teller desks; Service Delivery Index Scorecard; branch visual appeal.
- ✦ Recognized as a hands-on, proactive individual who can rapidly identify problems, formulate tactical plans, initiate change and implement effective strategies in challenging environments with excellent Relationship Management skills

WORK EXPERIENCE

INDUSIND BANK LTD
Deputy Branch Manager
Manager Grade

January 2017
Kanpur, India

Job Responsibility

Service & Quality:

Ensuring that people, process, data and systems in the branch are well attuned to deliver consistent and superior levels of service to all customers; Ensuring adequate records and data pertaining to customer queries and complaints is maintained and analyzed for achieving greater process efficiency; Daily / weekly monitoring and analyses of various data points and reports; Managing the new products, processes or systems roll out impacting the clients; Implementation of all customer service initiatives rolled out from HO; Managing Monthly "Branch Service Committee" meetings etc.

Liabilities & Investment Management Process - Account Opening & Maintenance for Corporate Relationships:

Ensuring compliance with KYC requirements; Ensuring timely delivery of customers' enquiries and instructions; Ensuring adherence to process and documentation standards; Ensuring pro-active and sustained liaison with various banking verticals; Ensuring timely follow up with Sales RMs / team leaders for resolution of any outstanding deferrals.

Audit & Compliance: Managing

Branch Audits by Internal, External, Concurrent, and Statutory and RBI auditors; Implementation of process, policies as per guidelines and audit rating of the branch; Ensuring comprehensive compliance with all internal, regulatory and statutory requirements as relevant for various product and services from a branch perspective; Implementation of self-audits in the branch (e.g., Monthly sweep audit, etc.); Responsible for sensitizing team members on adherence of process and policies.

Ops Risk Management & Fraud management:

Ensuring continuous monitoring of key risk indicators for branches, and implement control measures; Implementation of all initiatives initiated by HO towards overall Operations risk management and

Fraud Prevention and Risk control; Accurate and timely reporting towards all Ops Risk related issues and Loss data to the Head Office.

Others:

Maintaining highest levels of discipline (punctuality, attendance, grooming standards etc) in the office; Defining goals and performance parameters for the team members; Guiding/coaching them in achieving the same; Providing constructive feedback; identify training and development needs of the team & conduct training at frequent intervals to meet the training requirements; Motivating, coaching staff members; Conducting cross functional trainings; Managing the Local Vendors /agency relationships to ensure smooth execution of transaction; Driving Overall cost and expense management initiatives across branches.

Awarded for maintaining Branch at a low scoring (rating) in IAD audit (2017-2018)

YES BANK LTD
Branch Service Partner
Assistant Manager Grade

August 2016
Gurgaon, India

Job Responsibility

Banking transactions:

Served as first point of contact for walk-ins, resolved customer queries & handled basic banking transactions including (Cash RTGS NEFT Clearing lockers).

Customer Service:

Helping to develop and implement a customer service policy for an entire organisation

Finding ways to measure customer satisfaction and improve services

Managing a team of customer services staff

Handling face-to-face enquiries from customers

Lobby Management for enhancing customer service

Plan, prioritize and delegate work tasks to ensure proper functioning of the department

Analyse relevant data to determine customer service outputs

Identify and implement strategies to improve quality of service, productivity and profitability

Liaise with company management to support and implement growth strategies

Managed all the customer escalations / grievances as per laid down procedures of RBI.

ICICI Bank Ltd
Branch Service Partner
Deputy Manager 1 Grade

July 2013
Bulandshahr, India

Customer Service:

To plan, organize and manage things even under tight schedules and pressure

Ability Dedicated and Loyal towards work and organization

Grasps essentials of complex issues and initiate actions that are most appropriate for the business

Displays character, integrity and honesty with clients and employees

Ability to work on multiple tasks efficiently

Able to work independently Good at convincing and managing customers
Good in maintaining relations with customers.
Prove to be good as a Team Player.
Helping to develop and implement a customer service policy for an entire organisation.

EDUCATION

National Institute of Securities Markets Certification	2016 Lucknow, India
Sherwood college Of Management , Masters of Business Administration, Finance and Marketing	2013 Lucknow, India
Isabella Thoburn college, Bachelors of Science (Zoology Botany Chemistry)	2011 Lucknow, India
National Service Scheme Certification	2011 Lucknow, India

SKILLS

Core Banking Applications –
Flexcube,
Finacle,
OmniFlow

Microsoft Office –
Excel, Powerpoint, Word

PERSONAL DETAILS

Date of Birth	27 TH September, 1989
Father's Name	Mr. Harish Kumar Mehta
Sex	Female
Place of Birth	Kanpur
Languages Known	English Punjabi & Hindi
Marital Status	Single

