\*\*AMRUTA MAHALLE\*\*

MOBILE NO: (91) 8329920462 | EMAIL: MONA.MAHALLE@GMAIL.COM

\*\*SUMMARY\*\*

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

\*\*SKILLS\*\*

- Leadership

- Project management

- Bank process optimization

- Problem-solving

- Conflict resolution

- Risk management

- Staff supervision

- Regulatory compliance

- Time management

\*\*EDUCATION\*\*

UNIVERSITY OF S.G.B.A.U

BACHELORS IN ENGINEERING

\*\*PROFESSIONAL EXPERIENCE\*\*

\*\*KOTAK BANK (NOV 2022 - MAY 2023) - SR. RELATIONSHIP MANAGER\*\*

- Created and/or improved upon existing practices and processes within the Relationship Management team.

- Served as an escalation point for complex issues, providing support to IMLG management and the relationship management team.

- Assisted product management and marketing in the development of new products/services.

- Followed franchise industry trends and developments to increase the bank’s business in established and developing markets.

- Identified and provided input into new initiatives process/workflow improvements and program/policy changes.

- Assisted Team Head in annual budgeting, envelope management, Risk Policies recommendation & implementation, as well as other bank’s management objectives.

- Met regularly with internal referral sources to establish business relationships and developed a network of outside referral sources for new business.

\*\*AXIS BANK (AUG 2020 - 2022) – Relationship Banking Head\*\*

- Evaluated and determined approval of loan and credit requests.

- Maintained a database of all banking transactions.

- Handled incoming calls and responded to client emails.

- Prepared daily spreadsheets of account activities.

- Clearly established office objectives and procedures.

- Supervised all banking operations.

- Developed efficient training procedures.

- Ensured that all client account information was kept confidential.

- Maintained ongoing relationships with local businesses.

- Evaluated computer banking systems and databases.

- Courteously responded to customer inquiries.

- Addressed customer account issues.

- Ensured compliance with state and federal banking regulations.

- Provided ongoing feedback to staff.

- Tracked loan payments and addressed late payment issues.

- Performed quarterly internal audits.

- Monitored staff performance and provided biweekly evaluations.

- Maintained an inventory of banking supplies.

\*\*ICICI BANK (APR 2017 - JUL 2020) – PRIVILEGE BANKER\*\*

- Managed day-to-day operations of the bank.

- Ensured accuracy and compliance with banking regulations and procedures.

- Developed and implemented strategies to improve customer service and reduce operational costs.

- Identified opportunities to improve efficiency and reduce risks.

- Developed and managed relationships with customers, vendors, and other stakeholders.

- Performed financial analysis to identify areas of improvement.

- Developed and implemented policies and procedures to ensure compliance with regulations.

- Handled NRI desk.

\*\*LANGUAGE\*\*

English, Hindi, Marathi

\*\*RESPONSIBILITIES\*\*

- Achieving growth and hitting sales targets by successfully managing the team.

- Designing and implementing a strategic sales plan that expands the company’s customer base and ensures its strong presence.

- Managing recruiting, objectives setting, coaching, and performance monitoring of Employees.

- Designing and implementing a strategic business plan that expands the company’s customer base and ensures its strong presence.

- Owning recruiting, objectives setting, coaching, and performance monitoring of representatives.

- Building and promoting strong, long-lasting customer relationships by partnering with them and understanding their needs.

- Presenting sales, revenue, and expenses reports and realistic forecasts to the management team.

- Identifying emerging markets and market shifts while being fully aware of new products and competition status.