

Shruti Parashar

BFSI Industry

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- A competent professional with 6.8 years of experience in KYC Compliance, Process Management, Risk Management, Customer Service.
- Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational goal.
- Excellent time management, communications, decision-making, leadership and planning skills with the ability to learn quickly and multi-task in a fast paced environment.

Skills

Strategic planning

Staff Management

Job inspections

Operations management

Policies and procedures

Improvement initiatives

Work History

2020-07 - 2023-06

Manager Band I at RPC Aurangabad

ICICI Bank Ltd, Aurangabad

- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Accomplished multiple tasks within established timeframes.
- Maintained professional, organized, and safe environment for employees and patrons.
- Cross-trained existing employees to maximize team agility and performance.
- Managing end to end Know your customer KYC remediation including identification, verification and screening of documents for both NRI and retail clients.
- Ensuring proper risk categorization of customers based on several parameters.
- KYC review of all individual and Non individual relationships.
- Scrutiny of the KYC documents for the purpose of opening saving, current and NRI accounts etc.

- Managing the account opening process by carefully following the bank guidelines.
- Responsible for customer due diligence KYC screening of new and existing clients.
- Handling Inspection and Audit and its compliance, preparing MIS reports ensuring all laid down system and process are followed as stipulated by Audit and Senior Management
- Audit and Compliance to insure smooth operations and security control.

2019-04 - 2020-07

Deputy Manager

ICICI Bank Ltd , Aurangabad

- Assisted and supported Relationship Managers. Seamless processing of high value transactions through NEFT / RTGS / Swift etc. Passing transaction entries by using Finacle.
- Stayed up to date on changing product and service options to provide top-notch support to customers and employees.
- Maintained, documented and presented progress reports to leaders.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Ensure service delivery across organization and meet or exceed operational KPIs by verifying delivery on a regular basis. Responds to questions and queries on services. Works with the services delivery teams towards the customer, the sales teams
- Focuses on service quality and maximizing customer satisfaction. Maintain an intimate understanding of product overview, support and service capabilities and limitations.

2017-04 - 2018-06

Privilege Banker

ICICI , Aurangabad

- Processed customer requests for statements, ordering additional checks, and updating customer personal information in database.
- Increased daily sales by upselling banking products and financial services to customers.
- Worked on portfolio to address and respond to customers to resolve their issues with incremental business on book.
- Continually boosted branch production and revenue by consistently meeting all monthly and quarterly sales goals.
- Product presentation/demonstration to prospective customers and existing customers enabling technical support for selling, up sell and cross selling.
- Built potential customer database.
- Responsible for search of new business development opportunities.
- Responsible for marketing research via web, phone etc.
- Build technical relationship with prospects or existing customers.

2015-11 - 2016-07

Cheque Clearing and Scrutiny

HDB Financial Services Ltd , Aurangabad

- Trained employees how to fix problems, correct mistakes and maximize productivity.
- Batch entry and upload of all the cheques received for clearing and Scrutiny of all the cheques.
- Directed weekly product cycle counts and corrected errors in clearing batch system.

Education

2016-08 - 2017-04

PGDBM: PGDBM

Manipal University - Bangalore

2009-12 - 2012-04

BSC

Deogiri College BAMU University

2008-03 - 2009-02

HSC: Science Education

Aurangabad - Aurangabad