

Pradnya Doiphode

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Summary

- Working as a **deputy manager grade 2** in ICICI Bank Chinchwad branch, having good skills and management of all banking and accounts. Strong skills in budgeting and adhering to performance metrics. Experienced Deputy Manager with in-depth knowledge of **sales strategies, scheduling, recruitment, money handling, and employee relations. Gifted leader with strong communication skills and team player mentality.** Consistently achieves a high level of personal integrity with a strong commitment to personal growth.

Academic Qualifications

- Manipal university, Bangalore (2022- 2023)
PGDB (postgraduate diploma in banking and finance)
- Sou Suvarnalata Gandhi Mahavidhyalaya (June 2019- August 2021)
Bachelor of Arts: Percentage - 76%
- Baghwant Institute of Technology (June 2019- August 2021)
Diploma in Mechanical Engineering: Percentage - 80%

Work Experience

- Deputy Manager** | Industrial Credit and Investment Corporation of India (ICICI) (March 2023- Present)
 - Delegated daily tasks to team members to optimize group productivity
 - **Monitored daily operations and ensured compliance** with company policies and regulations.
 - **Developed strategies** for improving **customer service standards** within the organization
 - Worked closely with customers to understand needs and resolve diverse issues
 - Collaborated with others to discuss new opportunities
 - **Collaborated with cross-functional team** to define features and build powerful and **easy-to-use products and customer-facing workflow tools.**
 - Maintained open communication with team members and stakeholders, resulting in
 - successful project outcomes. Identified the needs of customers promptly and efficiently

Certification

- Business Analyst Course – [COEPD]** (October 2024 - Present)
 - Completed a comprehensive Business Analyst course covering the full business analysis life cycle
 - Gained practical knowledge in requirement gathering, stakeholder management, and process modeling
 - Developed strong skills in data interpretation, business documentation, and workflow analysis
 - Hands-on experience with tools including Microsoft Excel
 - Learned Agile methodologies and their application in real-world business environments
 - Enhanced communication and collaboration skills with cross-functional teams

Skills

- **Managerial & Leadership Skills:** Quick Decision-Making Abilities, Task Delegation, Strategic Planning, Human Resources Management
- **Sales & Business Skills:** Sales Strategies, Customer Relationship Management
- **Technical & Software Skills:** Microsoft Office Suite (Excel, Word, PowerPoint), Accounting