\*\***AMRUTA MAHALLE**\*\*

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\*\***SUMMAR**Y\*\*

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 (2014)

\*\***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\*\***

- 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.

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

**\*\*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.

of representatives.

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

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

**\*\*LANGUAGE\*\***

English, Hindi, Marathi