

# Shivani Pathak

Banker

## Contact

### Address

Delhi, INDIA 110045

### Phone

9773869047

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Shivanisaraswat887@gmail.com

## Skills

Customer Relations

Money handling abilities

Inter-department collaboration

Active Listening

Multitasking Abilities

Data Entry

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## Work History

### Customer Relationship Officer

*Bandhan Bank, Delhi*

23-06-25  
To  
23-08-31

- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Created customer support strategies to increase customer retention.
- Completed opening and closing functions to meet operational needs.
- Logged call information and solutions provided into internal database.
- Managed department call volume of 50 calls per day and coordinated department schedule to maximize coverage during peak hours.
- Reinforced established quality control standards and followed procedures for optimal customer interactions.

### Service Officer

*Kotak Mahindra Bank, Delhi*

21-04-12  
To  
23-05-18

Consulted with customers on individual needs and offered solutions aligned with individual situations and preferences.

- Assisted customers with navigating bank systems, completing transactions and opening or closing accounts.
- Educated customers about available services, products and bank resources.
- Collected feedback from customers to help improve service delivery and banking processes.
- Built relationships with customers to encourage repeat business.
- Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team

Operations.

- Maintained accurate records and full compliance with government regulations and agency guidelines.
- Coordinated solutions for high volume of customer inquiries per day while meeting and exceeding performance quotas.
- Non - Cash transactions like RTGS, Demand draft and NEFT in Finacle.

## Sales Officer

19-12-23  
To  
20-07-18

*IDFC First Bank PVT LTD , Delhi*

- Researched target market and identified customers' unique needs to suggest suitable products.
- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Enhanced sales operations through development of new sales strategies, cold calling techniques and customer follow-up.
- Consistently serviced accounts to maintain active contacts and continuously promote profitable offerings.
- Connected with prospects through trade shows, cold calling and local-area networking.

## Sales Executive

18-08-01  
To  
19-10-28

*Bank Of Baroda, Delhi*

Built lasting relationships with clients through outstanding customer service interactions.

- Created and implemented successful sales campaigns to drive leads and increase sales.
- Achieved sales goals and service targets by cultivating and securing new customer relationships
- Developed and implemented account management plans to establish customer satisfaction

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## Education

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2015-2018

Bachelor of Arts: Arts

*School of Open Learning - Delhi*

2014-2015

High School Diploma

*Govt. Girls Sr. Secondary School - Delhi*

2011-2012

10th Class

*KHRIST RAJA SEC SCH - Delhi*