

BINITA DHANKHAR

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OBJECTIVE

Having 7 yrs. experience in banking & financial service. Hands on experience in sales and marketing of banking & financial products, with diverse knowledge of banking related services and products. Looking for a responsible position as a sales in an organization that offers professional growth and development.

PROFESSIONAL WORK EXPERIENCE

Organization : NOOR BANK
Designation : Relationship Officer
Tenure : Aug 2019 – Till current

Responsibilities:

- Created and processed new accounts for credit card.
- Ensured to fulfill all requests made for credit card.
- Reviewed important reports prepared on every day, weekly and monthly basis.
- Provided maintenance of files for credit card accounts.
- Evaluated and suggested loan applications as well as approved applications as per set guidelines.

Organization : DUNIA FINANCE
Designation : Relationship Officer
Tenure : Oct 2017 to July 2019

Responsibilities:

- Supervised established client accounts – contacted clients regularly to establish effective working relationships; maintained relationships with the company's customers.
- Selling wide range of LOAN products and services.
- Covering personal loan, Auto loan, corporate deposit and labor deposits.
- Checked quality of account services – Made regular status reports: follow-ups, closings and activities.
- Documents all customer inquiries & comment thoroughly & quickly
- Creating customer database with detailed notes to review on future calls in order to generate leads.
- Cold and warm call prospective clients to establish new business.
- Handled and resolved any complaints or concerns from customers.
- Contacted new and existing customers to discuss how their needs could be met with specific products and services.

Organization : H.D.F.C BANK.
Designation : Sr. Sales Executive.
Tenure : Aug 2012 to July 2017



Responsibilities:

- Experience of selling banking products i.e. Credit Card & Insurance.
- Cold calling to arrange meetings with potential customers to prospect for new business.
- Attained existing client financial targets and generated new client base.
- Executed all aspects of customer relationship management successfully.
- Responsible for promoting Banking & Financial products and services to customers.
- Ensuring that the services of the bank meets customer satisfaction.
- Customer relation and customer handling.
- Providing after sales service to clients.
- KYC and Cross checking client documents for verification and account.

Core Qualification:

- Excellent breadth of experience in banking sales.
- Superior mathematical and statistical abilities
- Exceptional organizational and presentation skills.
- Building and maintaining effective relationship with customers

Achievements

- Best performer in selling General insurance & Life insurance
- Amongst top performer in third party products.

ACADEMIC QUALIFICATION:

- **Bachelor of Arts(BA)**
Sunrise University in 2014

SOFTWARE SKILLS:

ERP : 9 (Material Management)
Computer Skill : MS Excel, MS Power Point, MS Project
Platforms : Windows XP, Word, Windows 7, 8, 8.1&, 10

PERSONAL DETAIL:

Passport No. : R0065767
Date of Birth : 05/11/1988
Nationality : Indian,
Relationship status : Married
Language known : English, Hindi, Urdu