



ASHWINA S RAJ

NR RELATIONSHIP MANAGER

Professional Goals

A productive NR Relationship Manager adept at assessing the financial needs of various clients and offering them banking and financial advisory with focus on applying knowledge of financial products and services.

Get in touch !

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Address:

Manama, Bahrain

Academic History

PGDM IN MARKETING AND OPERATIONS.

[2017 - 2019]

Thiagarajar School of Management

B.TECH IN ELECTRICAL AND ELECTRONIC ENGINEERING

[2011 - 2015]

Calicut University Institute of Engineering and Technology.

Expertise

Microsoft Word

Microsoft Powerpoint

Microsoft Excel

CRM Next

IBM SPSS STATISTICS

Finacle

Specializations

- Operations Management
- Customer service
- Communication
- Team management
- Time management

Languages Spoken

- English
- Hindi
- Malayalam
- Tamil

Work Experience

NR Relationship Manager ; Grade : Manager

IDFC FIRST Bank

June 2022 - September 2023

- Serving as relationship manager for high profile NR clients, being accountable for co ordinating investment and financial panning.
- Providing administration and other wealth management advice and solutions.
- Resolving any financial and management related issues with the designated clients and portfolios.

Privilege Banker - NRI ; Grade : Deputy Manager 2

ICICI Bank

Sep 2021 - May 2022

- Maintain and deepen the relationship with NRI customers and enhance the customer profitability.
- Providing solutions and services to both new and as well as existing customers as per their lifestyle.
- New customer aquisition and retention.

Privilege Banker ; Grade : Deputy Manager 1

ICICI Bank

May 2019 - Aug 2021

- High end customer based sales and marketing.
- Servicing privilege clients and maintenance of record.
- Handling of deposits and other assets.
- Loan sanctioning and disbursal.

Achievements

- Performer of the month - October 2019 - Total Operating Income
- Performer of the month - October 2019 - Personal Loan
- Performer of the month - August 2020 - Personal Loan
- Performer of the month - September 2020 - Autoloans
- Regional Icon (PB) - November 2021
- NRI First Impressions 100% Promoters [Zonal Achiever] - January 2022
- Exemplary Performer - Relationship Manager NRI - April to August 2023

Internship

Summer Intern

THOMAS COOK INDIA LTD.

April 2018 - June 2018

- Responsible for exploring key factors influencing consumer FOREX buying behaviour in MSME's Chennai.
- Interviewed six mavens to identify factors and develop framework for study.
- Surveyed over 300 customers, used SPSS to analyse and rank the factors according to customer preference.

Certifications

- Google AdWords , Google Analytics , Google My Business
- Google Search Ads 360 basics-2018 by Academy of Ads, Google
- Insurance Regulatory and Development Authority (IRDA) Composite
- Association of Mutual Funds in India (AMFI)