

# FARHEEN ZEBA

**E-Mail:** [farheenzeba.zeba@gmail.com](mailto:farheenzeba.zeba@gmail.com)

**Contact No:** 9651078469

**Seeking opportunities that would enhance my skills and translate my potential into tangible benefits for the organization. Would like to work with a team of talented and committed professionals, in an organization that has competitive and professional working environment and where intellect, imagination and achievement are recognized and rewarded.**

## ORGANIZATIONAL DETAILS

- **Currently Working as CPA Manager with subsidiary of ICICI Bank GS Computer Solution Lucknow from 30<sup>th</sup> September 2021 to till date.**

## JOB RESPONSIBILITIES

- Stamping and staple last day voucher.
- Stationery Responsibilities.
- Scanning Document of all transaction team.
- Printing ( BG ) when team need.
- GBO initiate when continuously get.
- Maintain excel GBO and upload.
- Making Courier Document.
- Team Support and Help Them Activity.
- Counting Voucher same day.
- Voucher Responsibility.

## ORGANIZATIONAL DETAILS

- **Worked as CASA AAM with Kotak Mahindra Bank Rajajipuram Branch Lucknow from 8<sup>th</sup> April 2021 to 29<sup>th</sup> September.**

## JOB RESPONSIBILITIES

- To source HNI customers for Current Account, Savings Account Product of the bank. Customers to be sourced from individuals, small business, trusts, associations, societies, corporates.
- Revenue Generation, Customer Acquisition, Customer Retention, Cost Efficiency Through Process
- To source Customers for Current Account and Saving Account.
- Hardcore sales mentality. Primary motivation from the achievement of targets. A hunter by orientation.
- Should be well-groomed and presentable with ambassadorship quality.

## ORGANIZATIONAL DETAILS

- **Worked as Team Leader with subsidiary of ICICI Bank Ltd. - I Process PVT Ltd, Lucknow from 1st Dec 2017 to 31<sup>st</sup> Mar 2021.**

## **JOB RESPONSIBILITIES**

### ✓ **Worked in Process, Channel & Compliance Group as Support Analyst.**

#### **Job Responsibilities:**

- Performance tracking of the Sales Officers, Branch Sales Managers & Branches U.P. & Uttarakhand.
- Preparing MIS for daily, fortnightly & monthly for Liabilities Products at Regional & Zonal Levels.
- Preparing monthly Performance report like for the trade products.
- Preparing Presentations for different business analysis as required by Regional & Zonal Levels.
- Make team Strength reports for various products.
- Float analysis & Tracking MIS at Branch, Regional & Zonal Levels.
- Preparing Compliance process notes for all reports and update on daily basis.
- Audit for Accuracy of reports.
- Facilitate to the HR team for different recruitment process like, Probationary Officers, Sales Officers, Privilege Banker.

## **ORGANIZATIONAL DETAILS**

### ➤ **Worked as a Specialist Trainer with Aegis from Feb 2016 to 30 Nov 2017.**

## **JOB RESPONSIBILITIES**

- Trained all newly hired call center staff on scripts to use of calls.
- Instructed staff on how to roll through calls and use their telephone and computer equipment.
- Provided instruction on debt collection laws and regulations.
- Designed effective training programs for both new and existing call center employees.
- Provided ongoing training regarding customer services skills.

## **ORGANIZATIONAL DETAILS**

### ➤ **Worked with Aegis as a Customer care Equative Agent from July 2013 to Jan 2016.**

## **JOB RESPONSIBILITIES**

- Solve very critical problems in pressure.
- Maintaining good body language when face-to-face interacts with customers.
- Skills in write edit copy in MS- world with other effective computer knowledge.
- Interacted with customers for various issues of the company.
- Experienced to do work in pressure.
- Attended customer's phone calls every time.
- Handled surprises services from customers.

## **ACADEMIC QUALIFICATIONS**

- B. Com from Lucknow University in 2014.
- Class XII from U.P Board in 2011.
- Class X from U.P Board in 2009.

## PROFESSIONAL QUALIFICATIONS

- Advanced Diploma in Computer Application.
- Good typing skills of 75 wpm).
- Knowledge with Microsoft office – MS Excel, MS Word, Power Point, Libre Office

## PERSONAL DETAILS

Father's Name	Mr. Mohd Musheer
Mother's Name	Mrs. Fahmeeda Bano
Date of Birth	March 10, 1995
Marital Status	Unmarried
Strengths	Dedication, Determination & Self confidence.
Address	H No. 462/33 Ramganj Hussainabad Lucknow.
Interests	Listening to Music.

## DECLARATION

I hereby declare that above information is correct and complete to the best of my knowledge and I am in possession of the documents as proof of the claims made above.

**Date:**

**Place:**

**(Farheen Zeba)**