

Pradnya Doiphode

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Summary

- Working as a **deputy manager grade 2** in ICICI Bank Chinchwad branch, having good skills and management of all banking and accounts. Strong skills in budgeting and adhering to performance metrics. Experienced Deputy Manager with in-depth knowledge of **sales strategies, scheduling, recruitment, money handling, and employee relations. Gifted leader with strong communication skills and team player mentality.** Consistently achieves a high level of personal integrity with a strong commitment to personal growth.

Academic Qualifications

Manipal university, Bangalore (2022-2023)

PGDB (post graduate diploma in banking and finance)

Sou Suvarnalata Gandhi Mahavidhyalaya (June 2019-August 2021)

Bachelor of Arts: Percentage - 76%

Baghwant Institute of Technology (June 2019-August 2021)

Diploma in Mechanical Engineering: Percentage-80%

Work Experience

Deputy Manager | Industrial Credit and Investment Corporation of India (ICICI) (March 2023-till date)

- Delegated daily tasks to team members to optimize group productivity
- **Monitored daily operations and ensured compliance** with company policies and regulations.
- **Developed strategies** for improving **customer service standards** within the organization
- Worked closely with customers to understand needs and resolve diverse issues
- Collaborated with others to discuss new opportunities
- **Collaborated with cross-functional team** to define features and build powerful and **easy-to-use products and customer-facing work flow tools.**
- Maintained open communication with team members and stake holders, resulting in.
- Successful project outcomes. Identified the needs of customers promptly and efficiently

Certification

PGDB (post graduate diploma in banking and finance)

- Engaged with customers to understand requirements and provided tailored banking solutions.
- Maintained and analyzed customer data to track transaction patterns and identify upselling opportunities.
- Increased cross-selling of financial products through customer relationship management.
- Recognized for highest customer satisfaction

Skills

- **Managerial & Leadership Skills:** Quick Decision-Making Abilities, Task Delegation, Strategic Planning, Human Resources Management
- **Sales & Business Skills:** Sales Strategies, Customer Relationship Management
- **Technical & Software Skills:** Microsoft Office Suite (Excel, Word, PowerPoint), Accounting