Sunita Chauhan

Bank Officer

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PROFESSIONAL SUMMARY

Bank officer with 6 years of experience in retail banking, branch operations and customer relationship management at a large private bank. Handles deposits, loans and KYC with zero audit objections, and consistently exceeds quarterly cross-sell targets. JAIIB certified and comfortable with CBS platforms.

WORK EXPERIENCE

Relationship Officer, Retail Banking, Aravali Commercial Bank — Apr 2021 – Present
Jaipur, India

- Manage a portfolio of 420 savings and current account customers and raised their average balances by 14% in two years.
- Processed 180+ personal and home loan files, with an approval turnaround of 4 days against a 7-day branch norm.
- Exceeded cross-sell targets for insurance and credit cards by 22% in 6 of the last 8 quarters.
- Completed KYC and AML checks for 1,500+ accounts with no audit objections.

Customer Service Officer, Aravali Commercial Bank — Jun 2019 – Mar 2021
Jaipur, India

- Served 60+ customers a day at the service desk and resolved 92% of queries on the first visit.
- Handled cash, cheque clearing and remittance work with zero cash shortages across two years.

EDUCATION

MBA (Banking and Finance), University of Rajasthan — 2017 – 2019
Jaipur, India | 74%

B.Com, University of Rajasthan — 2014 – 2017
Jaipur, India | 72%

CERTIFICATIONS

JAIIB (Junior Associate of the Indian Institute of Bankers), IIBF — Mar 2022

IRDAI Insurance Agent Certification, IRDAI — Jan 2020

SKILLS

Retail banking
Loan processing
KYC and AML
Core banking (Finacle)
Cross-selling
Customer service
Cash management
MS Excel
Negotiation
Compliance