

NEETU MISHRA

DEPUTY MANAGER-1 | BANKING PROFESSIONAL

Commerce graduate and banking professional with strong experience in branch operations, customer service, compliance, and banking products. Adept at delivering efficient solutions, maintaining accurate records, and ensuring excellent customer experiences. Committed to contributing to organizational growth through integrity, dedication, and performance.



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Patna, Bihar – 800026



CORE COMPETENCIES

- Branch Banking Operations
- Customer Service & Relationship Management
- KYC Compliance & Account Opening
- Cash Handling & Transaction Processing
- Banking Documentation & Record Keeping
- MIS Reporting & Data Entry
- Banking Products & Services
- Compliance Awareness & Risk Control
- Sales & Cross-Selling



CORE SOFT SKILLS

- Strong Communication
- Customer-Centric Approach
- Problem Solving
- Team Coordination
- Time Management
- Adaptability
- Attention to Detail
- Integrity & Responsibility



CERTIFICATIONS

- IC38 Certificate Exam of Corporate Agents (Composite) Insurance Institute of India (August 2026)
- NISM-Series-V-A: Mutual Fund Distributors Certification National Institute of Securities Markets (June 2026)
- Advanced Diploma in Computer Application (ADCA) MS Office, Excel, Documentation & Computer Operations



LANGUAGES KNOWN

English | Hindi | Maithili



PROFESSIONAL SUMMARY

Commerce graduate and banking professional currently working as a Deputy Manager-1 at ICICI Bank. Experienced in managing branch operations, ensuring regulatory compliance, handling customer queries, and promoting banking products. Skilled in maintaining accurate records, processing transactions efficiently, and delivering quality service to enhance customer satisfaction.



PROFESSIONAL EXPERIENCE

ICICI Bank

Deputy Manager-1

- Manage day-to-day branch operations including cash management, clearing, remittances, and vault maintenance.
- Address customer inquiries and resolve grievances with a focus on delivering high-quality, customer-centric service.
- Ensure adherence to KYC norms, account opening procedures, and compliance requirements.
- Maintain accurate financial records and documentation as per bank policies and regulatory guidelines.
- Promote and cross-sell banking products including Savings, Current, Fixed Deposit, and Recurring Deposit accounts.
- Generate MIS reports and utilize internal banking systems for data entry, transaction processing, and record keeping.
- Successfully completed intensive training in banking operations and management at NIIT Neemrana.



EDUCATIONAL QUALIFICATIONS

Qualification	Institution	Year	Percentage
B.Com	Patna Women's College, Patna	2024	70.02%
Class XII	BSEB	2021	82.6%
Class X	CBSE	2019	69.2%