PRIYA SHARMA

Pune, Maharashtra | +91 98XXXXXX21 | priya.sharma.banking@gmail.com | linkedin.com/in/priyasharma

CAREER OBJECTIVE

Motivated commerce graduate with hands-on internship experience in customer onboarding and KYC documentation, seeking an entry-level Relationship Officer / Customer Service Associate role in private banking. Strong communication skills and a working understanding of CASA, KYC and cross-selling, eager to contribute to client acquisition and retention.

KEY SKILLS

- Customer Relationship Management (CRM)
- Sales & Cross-selling · Lead Generation
- KYC / AML Documentation
- CASA (Current Account, Savings Account) Basics
- MS Excel, MS Word, MS PowerPoint
- Communication Skills — English / Hindi / Marathi
- Target Achievement & Time Management

EDUCATION

B.Com (Banking & Finance) — Modern College of Arts, Science and Commerce, Pune

2026 | 72%

12th (Commerce) — St. Xavier's Junior College, Pune

2023 | 78%

INTERNSHIP EXPERIENCE

Banking Operations Intern — Axis Bank, Pune Branch

Jan 2026 – Mar 2026

- Assisted with customer onboarding and KYC documentation for 50+ clients per month
- Supported the sales team in achieving 85% of the monthly cross-sell target through follow-up calls
- Handled customer queries and escalations at the branch desk, maintaining a satisfaction rating of 92%
- Helped digitize 200+ physical KYC records into the bank's internal CRM system

CERTIFICATIONS

- NISM Series V-A — Mutual Fund Distributors Certification (2026)
- Basics of Banking — Online certification, NPTEL (2025)
- Excel for Finance Professionals — Online certification, Coursera (2025)

ACADEMIC PROJECTS / ACHIEVEMENTS

- Project: “Study on Digital Banking Adoption Among Tier-2 City Customers” — surveyed 120 respondents, presented findings to faculty panel
- Ranked in top 10% of B.Com batch (2026)
- Volunteer Coordinator — College Annual Commerce Fest (2025)

LANGUAGES KNOWN

English — Fluent | Hindi — Fluent | Marathi — Native

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge.

Place: Pune
Date: 14/10/2026

Signature: Priya Sharma