

DEVANSH SHARMA

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Professional Summary:

Aspiring banking professional with hands-on experience as an Apprentice at **State Bank of India**, skilled in customer sourcing, account opening, and assisting clients with digital banking platforms. Adept at understanding customer needs through detailed transaction analysis and providing compliant, customer-focused solutions. Seeking to transition into a **Customer Relationship Executive** role within the banking sector to support growth and client satisfaction objectives.

Objective:

To secure a challenging and growth-oriented role in the banking sector where I can leverage my customer service, analytical, and relationship management skills to enhance client sourcing, collections, and overall business performance.

Work Experience:

State Bank of India – Apprentice | Jaipur, Rajasthan

August 2024 – July 2025

Achievements:

- Onboarded **5–7 new customers daily**, ensuring accurate and compliant KYC documentation.
- Generated leads and sourced new customers for savings accounts and banking products.
- Resolved **45–50 customer queries daily** related to mobile banking and digital platforms.
- Maintained high customer satisfaction, receiving **100+ positive feedback per month** at branch level.
- Assisted in **evidence-based compliance testing** in line with KYC regulations.
- Handled digital banking queries, account opening processes, daily receipt filing, and report verification.
- Supported sourcing of business for private banking ventures and organized loan documentation for staff.

Education:

Degree: B.Tech. in Mechanical Stream

University: Poornima College of Engineering, Jaipur,

Rajasthan Duration: August 2014 – June 2020

Skills:

- Banking Operations: Account Opening, KYC Compliance, Digital Banking, Customer Sourcing, Lead Generation
- Analytical & Technical: Document Scanning, Form Filling, Data Analysis, Document Sorting.
- Customer Service: Query Resolution, Relationship Management, Client Communication.
- Soft Skills: Communication, Trust Building, Adaptability, Professionalism.

Languages:

Hindi (Fluent)

English (Fluent)