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## ADIKSHA DWIVEDI

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### PROFILE

About 4 years of experience in conceptualizing and introducing creative, effective marketing/sales solutions, day to day retail banking management and initiatives to propel the achievement of organizational goals and realize improved customer retention and profit enhancement. I possess strong multi-tasking skills, with ability to simultaneously manage several projects and schedules efficiently. Excellent public-facing person for clients, customers, vendors, and service providers.

### CONTACT

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E-mail: :

[adikshadwivedi92@gmail.com](mailto:adikshadwivedi92@gmail.com)

Address: Gomti Nagar Lucknow - 266010

### DOB

20th September, 1995

## EXPERIENCE

### SENIOR RELATIONSHIP MANAGER

#### PAYTAIL COMMERCE PVT LTD, INDIA

DECEMBER 2022- PRESENT

- Overseeing day-to-day customer-facing operations—including relationship management, event coordination, staff training, to accelerate growth.
- Ensuring positive customer experiences by proactively managing and growing customer relationships.

### CUSTOMER RELATIONSHIP MANAGER

#### PAYTAIL COMMERCE PVT LTD, INDIA

JANUARY 2022- DECEMBER 2022

#### Responsibilities

- Handling merchant and clients for company various services
- Utilizing organizational, interpersonal, and problem-solving skills to generate peak results and top performance levels

### ASSISTANT MANAGER

#### ICICI BANK, LUCKNOW

JUNE 2021 - DECEMBER 2021

#### Responsibilities

- Handling retail banking
- Enforce bank regulations and oversee bank security measures. Monitor branch financial activities, performing audits, reviewing reports, and managing cash levels.

### ASSOCIATE SALES CONSULTANT,

#### POLICY BAZAR, INDIA

JUNE 2019 - JUNE 2021

#### Responsibilities

- Assisting customers in sale of a range of financial products on phone.
- Reaching productivity that meets job standards, while working with speed and accuracy.
- Meeting and exceeding targets as assigned periodically.

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## ACTIVITIES

- Human Resource Management
- Customer Relations Management
- Banking

## LANGUAGES KNOWN

English, Hindi

## COMPUTER SKILLS

MS Office

## KEY SKILLS AND CHARACTERISTICS

- Strong interpersonal & communication skills
- Leadership
- Meticulous attention to detail
- Excellent Organizational skills
- Banking

## INDUSTRIAL INTERN, (HUMAN RESOURCES) KANSAI NEROLAC

MAY 2018- JUNE 2018

### Responsibilities

- Talent Acquisition responsibilities
- Sourcing
- Lining up a shortlisted candidate for an interview Interaction with the candidates and briefing them about the recruitment Hiring
- Learning & Development conducted various learning and training sessions

## EDUCATION

### MBA

Dr. A.P.J. Abdul Kalam Technical University  
2019

### BACHELOR OF SCIENCE

Bundelkhand University  
2016

## ACHIEVEMENTS & CO-CURRICULAR ACTIVITIES

- Completed Certificate 'B' in National Cadet Corps.
- Achieved Policy Bazar **Best Employee** award for 2019 - 2020.