

your advantage

**BANKEDGE**  
academy for banking and finance



# Certified Bank Officer



APPROVED TRAINING PARTNER OF



**Skill India**  
कौशल भारत - कुशल भारत



**N.S.D.C**  
REIMAGINE FUTURE

# JOB READY SKILLS

THE NEED OF THE HOUR

De-mystification of  
critical Banking and Finance  
Concepts De-mystified

Real world understanding  
and practical experience  
required

Soft skills gap

Lack of placement  
assistance



## A Platform to Bridge the Skill Gap

Over the past couple of years 'Employability' norms have changed. Being a Graduate is not enough to secure a 'JOB'. While 'JOB OPPORTUNITIES' are still accessible to Post-Graduates and MBAs, millions of Graduates who can not afford the steep costs of higher education find it challenging to secure a job that is aligned to their basic educational qualifications let alone having an opportunity to carve a successful career.

This was the genesis of BANKEDGE, one of the pioneers of skill based education in India. With its Headquarters in Mumbai, India's Financial Capital, BANKEDGE is India's premier Banking and Finance Academy.

BANKEDGE is committed to bridge the skill gap in India and help India's leading Banking and Financial Services organisations access a talent pool of next generation BFS professionals, who are job-ready from day 1 at work.

BANKEDGE offers comprehensive skill based programs with curriculum aligned to the framework and quality standards of the Banking and Financial Services Sector.

The skill-based programs are a blend of classroom training and e-learning content. They are deployed by experts and experienced professionals with a background in Banking and Finance, with the right mix of passion to teach and the ability to inspire young minds; to help them understand the world of Banking and Finance, job opportunities offered and various avenues to build long-term and successful careers.

## About

# Certified Bank Officer Program

*Your Gateway to  
a Rewarding Banking Career*



### Overview:

The BANK OFFICER Program by Bankedge is a specialized training initiative tailored for young graduates aiming for careers in Branch Banking or Back-End Operations within the Private Banking sector. This intensive 2.5-month course is meticulously designed to equip participants with essential banking knowledge and soft skills, ensuring they excel not only in interviews but also in their professional roles.

### Program Highlights:

#### Comprehensive Banking Domain Training:

- In-depth understanding of banking operations, products, and services.
- Insight into the regulatory framework and compliance requirements.
- Practical knowledge of branch operations and back-end processes.

#### Essential Soft Skills Development:

**Communication Skills:** Enhance verbal and written communication for effective customer interaction and professional correspondence.

**Resume Writing:** Craft compelling resumes that highlight relevant skills and experiences.

**Email Etiquette:** Learn the nuances of professional email communication to maintain clarity and professionalism.

**Relationship management and Presentation Skills:** Develop relationship management techniques and effective presentation methods to engage clients and stakeholders.

**Customer Service:** Master the art of delivering exceptional customer service, ensuring client satisfaction and loyalty.

# Why Choose Certified Bank Officer Program

**Preferred by Employers:** Banks prefer hiring trained candidates who can quickly adapt to the job, leading to higher productivity and efficiency.

**Career Advancement:** The program provides a solid foundation for a prosperous career in the banking sector, with skills that enhance job performance and career growth.

**Short-Term Commitment, Long-Term Benefits:** In just 2.5 months, graduates are transformed into industry-ready professionals, ready to take on challenging roles in banking.

**Targeted Training:** The curriculum is specifically designed to meet the demands of the banking industry, focusing on the skills and knowledge that are most relevant and sought after.

## **Ideal Candidates:**

This program is perfect for recent graduates who aspire to kick-start their careers in the banking sector through a focused and intensive short-term training program. It is especially beneficial for those who seek a competitive edge in the job market and aim to excel in banking roles from day one.

## **Conclusion:**

The Bankedge BANK OFFICER Program is a strategic stepping stone for young graduates to secure rewarding positions in the banking industry. By providing a blend of domain expertise and essential soft skills, the program ensures that participants are well-prepared to meet the challenges of the banking sector and achieve professional success.



**GUARANTEED**  
**5**  
**Interview Opportunities**

**ENROLL TODAY** and Begin Your Journey Towards a Successful Banking Career with **Bankedge!**

**Empowering Graduates**

**with**

**Job  
Ready**

**Skills**



# A PURPOSE-LED

## BANKING CAREER



“

With the right training and skills you can pursue a meaningful career.”

”

Swati Salian | *Officer, Axis Bank*

### Banking brought more meaning to Swati's life

Unlike most freshers, Swati didn't face any problems finding a job as a consultant. But within 6 months, the BMS graduate decided to leave the consultancy firm. She was looking for something more, a job with purpose, a job where she could contribute directly or indirectly to nation building. She found her calling in Banking. With the industry's growing focus on financial education and inclusion Swati had found the meaningful career opportunity she was seeking.

But being a part of Banking was no easy feat as the entry barrier was high due to the huge number of aspirants. Swati was wondering how she could create a ripple in the vast talent pool, when she heard about BANKEDGE and its industry partnered and endorsed programs.

In addition to gaining in-depth knowledge of all aspects of Banking, Swati also gained an edge because of the soft skills training she received. She had always been a shy person. In banking you have to connect with people across the spectrum every day—from customers to colleagues.

Swati said "The soft skills training I received helped dramatically improve my interpersonal skills". Having completed her program at BANKEDGE, Swati soon received a job offer from Axis Bank as an Officer with the Central Liabilities team. She was ecstatic!



# GRADUATE TO A PROFESSIONAL

“

I sought industry relevant skills and I acquired them at BANKEDGE ”

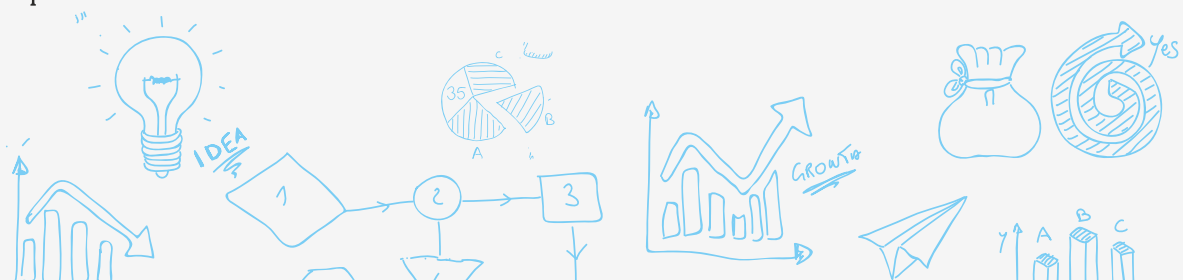
Durgesh Nerurkar | Assistant Manager, Kotak Mahindra Bank

## Durgesh realized practical experience counts

With lakhs of students graduating every year the job scenario is extremely competitive and finding a job immediately after completing graduation is tough. The lack of industry relevant skills is also a huge roadblock. Hailing from a family of professionals – his father was a state government employee and mother a special education – Durgesh had set on pursuing a career in banking and had therefore enrolled for and graduated with a degree in BBI. However he soon realised that he needed additional skills to power ahead of other banking aspirants.

When Durgesh learnt about BANKEDGE and its industry relevant programs, he decided to enrol without a second thought. His decision stood him in good stead when he received a job offer from Kotak Mahindra Bank. As he later recalled “I had theoretical knowledge on the banking and finance sector. I was seeking practical experience. The BANKEDGE program content was aligned to industry standards. The added advantage was training in softskills such as mock interview sessions which helped build my confidence. The program was extremely enriching”

Durgesh is now an Assistant Manager at Kotak Mahindra and aims to secure a senior level position at the bank with his smart work and dedication.



# FROM A DREAM TO A DREAM JOB



“

I got in depth knowledge about banking and it helped me crack my interview

”

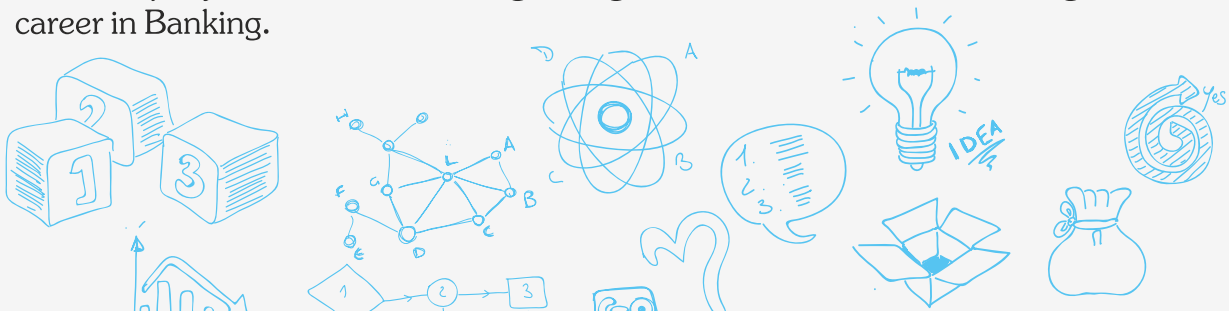
Ajinkya Krishna Padate | Assistant Manager, Axis Bank

## Grabbing every opportunity was Ajinkya's success mantra

When life does not go to plan all you need to do is to persevere and focus on grabbing every opportunity that comes your way. Ajinkya's only ambition in life was to fulfil his mother's dream – that of seeing her son as a Banker. After completing his graduation in Banking and Finance, finding a job in the banking sector was extremely difficult. The reason – he had the educational qualification but did not have any practical experience.

A dejected Ajinkya decided to focus on garnering some experience. He joined a multinational technology firm as an analyst because he firmly believed "when you are young you need to be ready to grab every opportunity that comes your way as it adds to your experience".

However, his heart was set on a job in the Banking and Finance sector. He persisted and continued giving IBP exams but met with little success until, he heard about BANKEDGE from friends. He enrolled for the BANKEDGE Program. In Ajinkya's own words "The program was intensive and gave me in-depth knowledge about all aspects of banking. The practical knowledge he gained combined with training in soft skills enabled him to crack the interview". Within a month of enrolling for the program Ajinkya was hired as Assistant Manager at Axis Bank. With his mother's dream fulfilled Ajinkya has now set his sights higher and is focussed on building a dream career in Banking.





# FIRM Foothold WITH A FINANCE CAREER

“

The experienced faculty helped us understand Banking and Finance fundamentals with real life case studies

”



Leena Thakur | *Customer Care Executive, IIFL*

## **Leena discovered that laser sharp focus coupled with ambition leads to success.**

Hailing from a small business background one would assume would at least help open doors for a career in Finance – after all, Finance is a fundamental aspect of running a successful small business. Leena Thakur discovered that it was not.

After completing her graduation, Leena was keen to pursue a career in the Banking and Finance industry as it offers multiple career opportunities and scope for growth. However she soon realised that her educational qualification and her family business background whad not equipped her for a career in the BFSI industry.

To kick-start a career in the Banking and Finance sector it is important to have a thorough understanding of various tasks – be it anchoring customer relationships, various financial products and services, industry and regulatory norms to name a few. Leena had some inkling of financial concepts however she did not have a holistic view on the industry and what the job entailed. She also lacked practical skills.

While she was wondering about her next course of action Leena came across a BANKEDGE advertisement and the Programs which offers comprehensive training on all aspects of Banking and Finance.

As Leena said later “In banking and finance you need to understand various functions and processes. The faculty at BANKEDGE are experienced BFSI professionals. It enables them to teach us the fundamentals of banking and finance using real life scenarios.”

Having started her career at IIFL as a Customer Care Executive with the Gold Loan team, Leena is now focused on the next level of growth within the organisation.



# CRICKET TO A CAREER IN BANKING



“  
It was the  
perfect platform  
for a career in  
Banking  
”

Akshay Zaware | *Officer, Axis Bank*

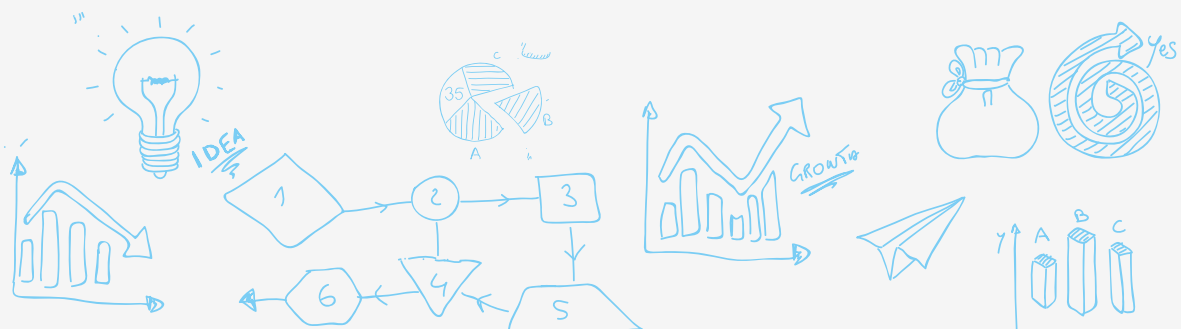
## **Akshay's game plan kick – started his banking career.**

Cricket teaches you a lot of lessons. One of them being be patient, persevere and wait for the right ball to come your way. For Akshay, the son of a policeman the right ball was all about waiting for the perfect start to his career. This was no easy task as he was already under tremendous pressure. The only son of a policeman, he carried the responsibility of helping his father tide over the family's financial needs.

After completing his graduation, Akshay started doing the rounds of interviews at Banks. He had set his sights on a career in banking as it is an evergreen industry. However job openings were scarce and those that were available saw him competing with thousands of hopefuls from all over the country. He also lacked experience. Akshay persevered. One day he heard about BANKEDGE and decided to enrol for its program. He saw it as the perfect platform for a head start in the Banking sector.

As he said later “When I enrolled at BANKEDGE, I knew I would win the game. The academy trained me in all aspects of banking. I gained in-depth knowledge of a bank's functioning. On completion of the program I also got access to placement opportunities at leading Banks.”

Imagine his joy when Akshay received a job offer for the position of Officer at Axis Bank.



# A positive path to a **FINANCE CAREER**

“ Bankedge gave me the opportunity to steer my career in the right direction ”



Ankita Virkud | *Customer Care Executive, IIFL*

## **Ankita's positive mind-set helped her achieve her career goals.**

Most people believe that life doesn't always let you choose your career path but Ankita wasn't one of them. Fortunately, her interest in reading positive thinking books never let her give up on her dream of finding her way to the career of her choice. She lived with her retired father, mother, who was a housewife, and her brothers. Ankita wanted to groom herself into an independent professional girl but looking for a job was a tough affair for her. She had pursued a BSE Investment Banking course but ended up working in a travel industry. It was not her cup of tea and so welcomed Bankedge with open arms the moment she read about it.

“I always wanted to become a professional in the finance industry to not only work with NBFCs but also learn about the products it has to offer. This enables you to make smart investments and improve your financial status. Bankedge gave me the opportunity to steer my career in the direction I always wanted in the first place,” she cooed.

When she had decided to join the program, she was already working making it difficult to attend classes on a regular basis. “Luckily, there was the option of weekend batches, so I never missed a single class,” she says.

On completion of the program, Ankita received a job offer from IIFL. She is a Customer Care Executive with the Gold Loan department. She encourages others to keep a positive mind-set so as to achieve all your life goals.



# ARTIST TO A PASSIONATE BANKING PROFESSIONAL



“

I found my entry into the banking sector which felt like a dream come true

”

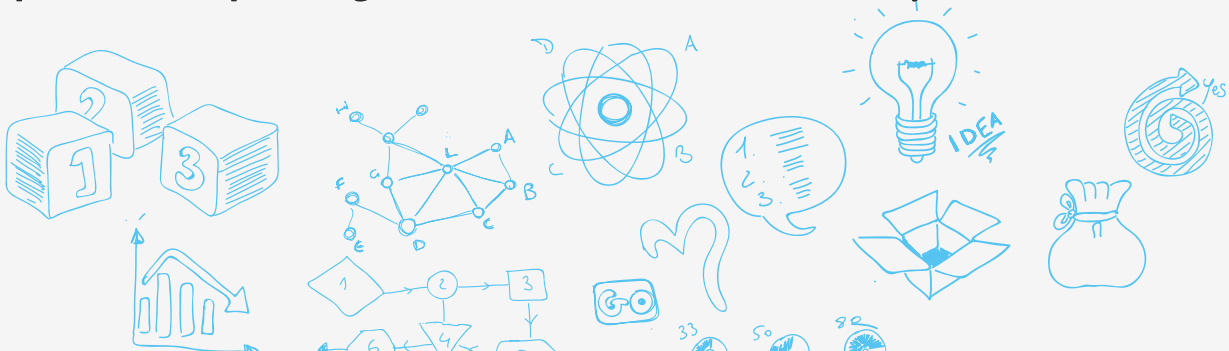
Priyanka Verma | Teller, IndusInd Bank

## **Priyanka found her way to live her passion.**

Patience is a virtue possessed by a few. Being an artist, it came naturally to Priyanka Verma considering the patience it takes to draw. The eldest of three children, she stays with her family and in her spare time listens to music. The ambitious girl completed her M.Com from Mumbai University in the hopes of getting a job in a prestigious firm in the banking sector but fate had just one answer – not yet.

While she patiently kept looking for a break in the Banking & Finance sector after her post-graduation program, she realised that even her nine months' worth experience as a Back Office Executive did not help make any opportunities materialise. She had a passion for the banking sector and dreamed of a bright future in it. So, the moment she heard about BANKEDGE, she enrolled knowing that it would open doors for her. "It was impossible to enter the banking sector unless you had connections. Thanks to BANKEDGE, I found my entry into the banking sector which felt like a dream come true," she heaves. Her passion for the sector, activities and seminars and an impressive teaching faculty inspired her to grasp every bit of knowledge imparted.

After the course, she was placed with IndusInd Bank for the profile of a Teller. Having thoroughly enjoyed her experience at BANKEDGE, she urges other aspirants to be patient and keep working towards their dream to succeed and beyond.



# A positive path to a FINANCE CAREER

“

Bankedge gave me the opportunity to steer my career in the right direction

”



Shruti Kamdar | Teller, Kotak Securities

## Shruti found her answer to the 'what next' question

Once you graduate the world is your oyster, although trying to figure out what you want to do next can be quite the task. Shruti, who stays with her father, mother and grandmother, was faced with a similar dilemma. The Bachelor's in Financial Markets graduate took a couple of months to decide what she wanted to do. Eventually, she narrowed down her career choice to the banking sector.

After the sector was finalized, BANKEDGE was the natural choice. Joining the institute opened up many possibilities for her. Shruti became a fan of their teaching methods. The faculty was great and the teaching style was even better. "I am glad I took my time to choose banking as my career choice and even gladder that I chose to pursue it with BANKEDGE," she exclaims. She was soon placed in Kotak Securities. It was just the career she planned on having.

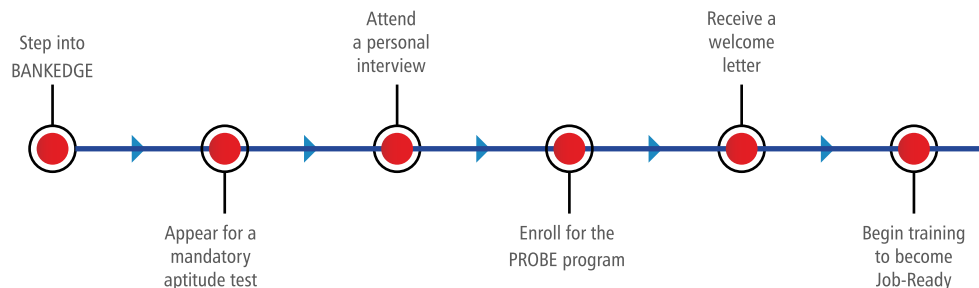
Her advice to the youngsters is to take their time to think and wisely decide on their career choice. Also, if they do end up choosing banking then there is no better way to pursue it than BANKEDGE.



# FROM A GRADUATE TO A BANKER



*Get skilled  
Get employed*



# The Certified Banking Officer Program

A program aligned to the needs of the Banking and Financial Services industry. Get trained on the fundamentals of finance as well soft-skills. And also hands on experience in the world of finance.

Centralised Learning Management System	Lectures by Industry Experts	Real Life Learning	Assessments	Classroom Training
enables students to manage and measure their progress through the duration of the program.	with a wealth of BFS experience enables students gain first-hand knowledge and insights to the Banking and Finance Industry. It also gives students an opportunity to be mentored by the experts – by getting one-to-one constructive feedback on project submissions, narrowing down their career choices to name a few	with live case studies simulation of real life scenarios through various methods such as Trainee Talks, Role Play which are Class Room Led and also through Video Lectures bring a day in the life of a Banking and Finance Professional alive for the student	via Quizzes, Tests and assignments enable students to refresh learning and further hone their job readiness skills	deployed by industry experienced faculty aids learning and in-depth understanding of key Banking and Finance concepts.



State of the art classroom training

Appear for modular & regular practice tests



Clear mid-term examinations with 60% marks & more



Receive on-job training / internship



Score 60% marks & more in final examination



Complete the PROBE program with Final Certification Exam



Apply for a job through BANKEDGE's PICKUP Placement cell



Land a job to kickstart a promising career ahead



# Certified Bank Officer



## Term 1

- > BFSI Sector Overview & Opportunities
- > Banking Business - Liability & Asset Products
- > Structure Of Indian Banking System & Regulatory Framework
- > Retail Banking Operations - Transactions Management
- > Corporate Banking Products & Services
- > Digital Banking Platform & Services
- > Cash Operations, Vault Operations
- > KYC & AML Process, Compliances (Financial Crime Management)
- > Loan Process & Compliances
- > Professional Skills

## Term 2

- > Financial Products & Services
- > Business Communication
- > Customer Service Skills
- > Selling Skills & Techniques
- > Customer Relationship Management
- > Other Banking Products - BG, LC, TF, Remittances
- > Investment & Wealth Management Advisory Services
- > Bank Officer KRA, Career Planning
- > Professional Skills

## Term 3

- > Portfolio Management, Money Management Strategies
- > Demat Account, Equity, Mutual Fund, Derivative Products
- > Third Party Products
- > Alternate Investment Products
- > Risk Management Tools & Techniques
- > Final Assessments





# UNLOCK YOUR POTENTIAL

*Master essential soft skills*

TEAMWORK

PROBLEM SOLVING

COMMUNICATION

CONFIDENCE

RAPPORT BUILDING

GROWTH

PRESENTATION

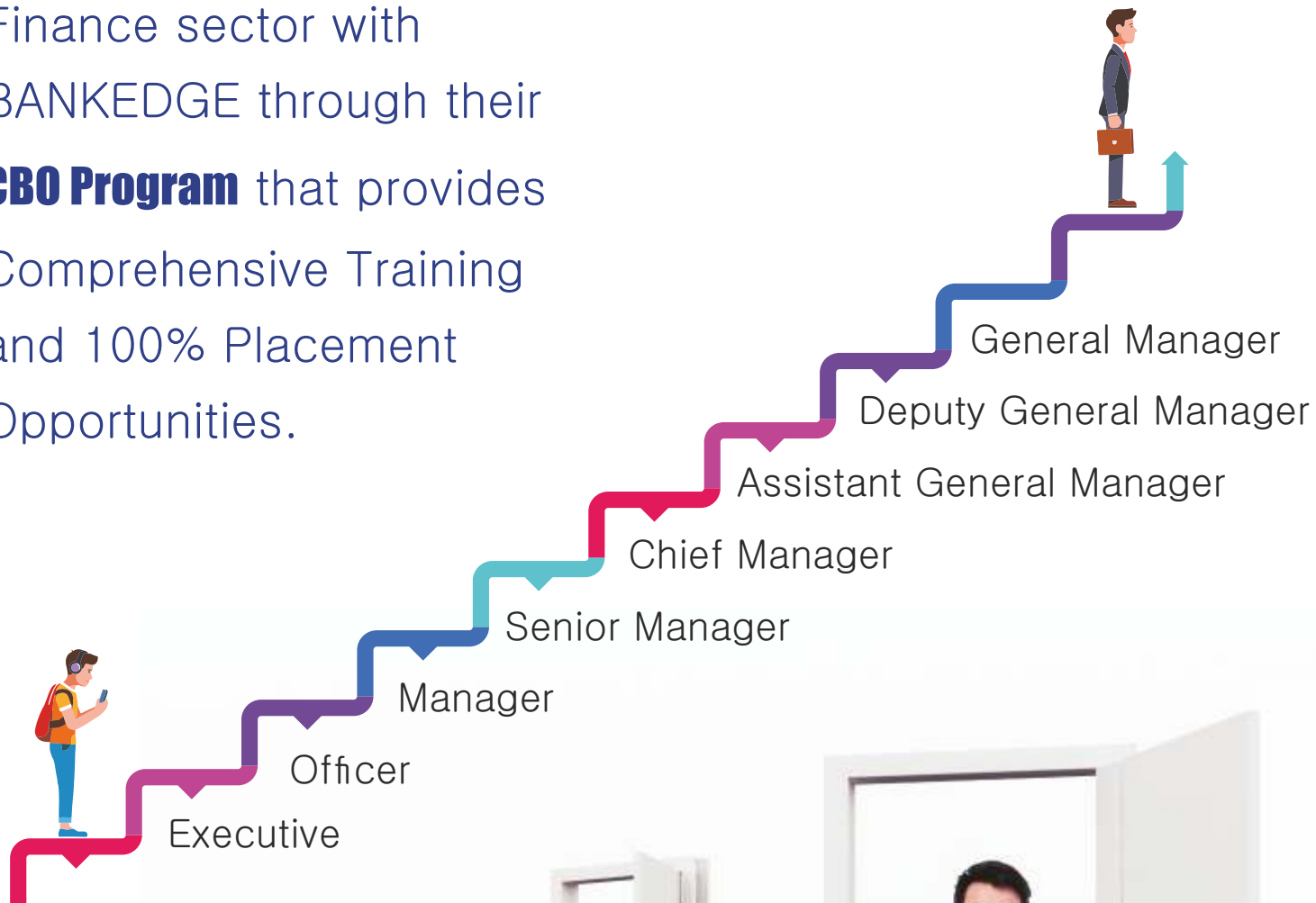


# NEW JOB OPPORTUNITIES

# IN BANKING & FINANCIAL

## SERVICES SECTOR

Enter the Banking & Finance sector with BANKEDGE through their **CBO Program** that provides Comprehensive Training and 100% Placement Opportunities.



Pursue the CBO Program and begin your career with BANKEDGE!

Call (Toll Free)

**1800-266-0777**



The  
Certified  
**Bank  
Officer**

**Program  
ADVANTAGE!**



*Bank on it!*

## Intensive Communication & Personality Development Training Module

Students gain confidence and become Job-ready. Students get much needed work experience and hone their skills by:

- Acquiring domain knowledge
- Developing soft skills
- Being prepared mentally, emotionally and physically for interviews
- Getting a sneak peek into the corporate world

Domain Knowledge and Job Ready Soft Skills Sessions by Industry Experts

## CBO Certification recognised by the Banking and Financial Services Industry

On completion of the Program students are certified by Bankedge with CBO Certification which is aligned to industry norms and will be acceptable by the Banking and Financial Services Industry. With a large network of 50+ test centres Bankedge offers a secure and hassle free certification process. The CBO Certification gives students an edge over other Graduates eyeing for a job in the Banking and Financial Services Industry.

The Professional Edge

## Placement Assistance Post Certification with

**PICKUP** BANKEDGE PLACEMENT CELL

The PICKUP Placement Cell aims to give Job-Ready students a seamless placement experience and a great start in the Banking and Financial Service Industry by:

- keeping a track of job requirements through its network with reputed Banking and Financial Services organisations\*
- coordination with multiple recruitment partners to keep students updated on the ideal job opportunities in the industry\*
- coordinating with every BANKEDGE Centre to manage, support and implement all placement activities through the BANKEDGE HO in Mumbai, Maharashtra

## Student at the Heart of the Placement Cell

The students' interest and success are at the heart of the placement activities. PICKUP assures students of 100% Placement Assistance at no additional cost to the student. To ensure every student gets maximum opportunities and exposure, BANKEDGE guarantees 3 interview opportunities to every student who has successfully completed the CBO Program. In exceptional cases, more than 3 opportunities are given to deserving candidates.



\* PICKUP only communicates with the Banking and Financial Services organisations regarding openings available which can be filled by the students. PICKUP cannot and does not create specific opportunities or cannot and will not push/insist that the Banking and Financial Services organisations give specific openings based on student demand on the basis of wrongful commitments made by any BANKEDGE employee/s, centres to the students. To ensure such incidents do not occur, students are requested to bring such commitments to the notice of the BANKEDGE Management team immediately.

# THE START OF A PROMISING CAREER

## RETAIL BANKING PROFESSIONAL



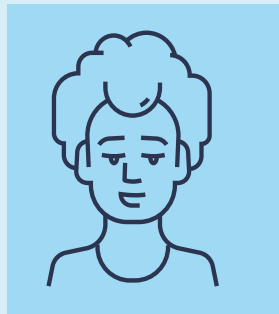
### Account Manager

In charge of development and maintaining new account relationships at the bank. Responsible for a variety of functions associated with the account servicing (Sales, customer support, accounting etc)



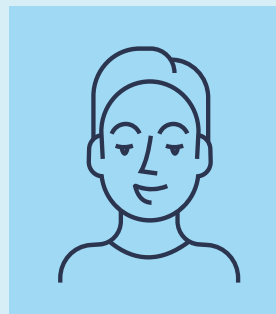
### Relationship Officer

Interact and advise individual retail customers on various banking & financial products. Conduct activities and lead generation camps maintain and enhance relationship with new & existing clients.



### Customer Service Officer

First point of contact for customer complaints, questions, feedback, or any other needs. This profile focuses on managing relations between the customer and the bank.



### Retail Operations Executive/Customer Service Executive

Handling back-end operations, working closely with multiple processes revolving around account servicing and account maintenance.

### Transactions Operations Executive

Handling customer collection & payment transactions from a centralized location using various payment methods. Could include additional scope of handling IPO Related Transactions and Merchant Acquisition

### Voice Call Officer, Retail Operations

Assist customers over the phone with their queries on various banking products and resolve the same

### Assistant Acquisition Manager

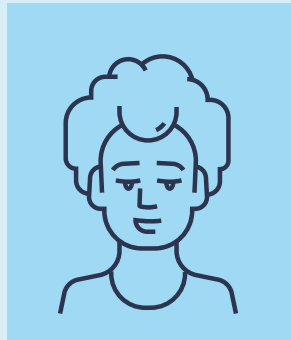
Focuses on profiling and acquiring customers for bank's asset & liability products. Also includes targeting new & existing customers for various third-party products sold by the bank.

### Teller Service Executive

Focuses on profiling and acquiring customers for bank's asset & liability products. Also includes targeting new & existing customers for various third-party products sold by the bank.

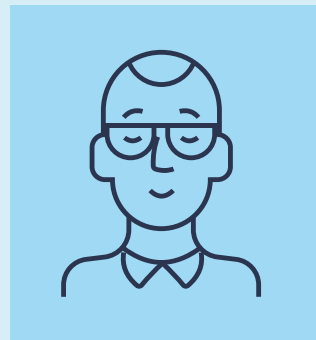
### RM-Cross Sell

Lead generation and sales through marketing and distribution activities. Acquisition of new clients developing and cross-selling to existing clientele based on their needs.



### Relationship Manager - Wealth Management

Provide specialized financial services that would focus on ensuring long-term growth to the client's portfolio. Assist and advice client on profit maximizing deals and transactions. Help them create diversity in their existing portfolio.



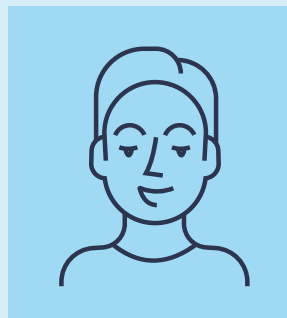
### Executive (Wealth Management)

Achieving goals and targets by cross selling bank's products. Increase bank's revenue by creating additional business opportunities. Individually monitor and co-ordinate high net worth client's investment and portfolio movements.



### Relationship Officer-Wealth Management

Provide specialized financial services that would focus on ensuring long-term growth to the client's portfolio. Assist and advice client on profit maximizing deals and transactions. Help them create diversity in their existing portfolio.



### Wealth Manager

Providing Banking and investment advisory services to the bank's clientele. Acts as a single point of contact for the HNI (High Net worth) & UHNI (Ultra High Net Worth) clients. Requires engagement with clients on a regular basis to understand their investment goals and work proactively towards achieving the same.

**WEALTH  
MANAGEMENT  
PROFESSIONAL**

# Our Students

are successfully  
placed with





# IN PURSUIT OF A JOB? LET THE JOB FIND YOU

## Contact Us

304, 3rd Floor, Crescent Business Square, Opp.  
Gundecha Onclave, Kherani Road,  
Near Sakinaka Metro Station, Andheri (East),  
Mumbai - 400 072

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**1800-266-0777**

[info@bankedge.in](mailto:info@bankedge.in)



Established in  
**2014**



Headquartered in  
**Mumbai**



Franchises in India  
**50+**



Successfully employed  
**35,000+**



Certified Professionals  
**50,000+**