**shailendra kumar ADDRESS**

**Phone: 7710963890, 8104646690** 105 Krishna Park Kalamboli

**Email id:** [shailendra.vbcet@gmail.com](mailto:shailendra.vbcet@gmail.com) Near D‘Mart Panvel Raigad Maharashtra 410218

**Career objective:**

Seeking Managerial Assignment with an Organization where I can utilize my skills, Knowledge and experience to prosper my career as well as organization.

**Profile Summary:**

* A total of 3.5 years of experience in Cash Management and Front Desk Handling
* Passed NISM Depository Operations Certification
* Passed NISM Mutual Fund Certification.
* Passed IRDA Exam (Advisory level) conducted by IRDA.

**Professional experience:**

* Customer Service Officer (Value Banker) in ICICI Bank Ltd Nerul sector 23 Branch from 27th February 2017.
* Now I am working as a Customer Service Representative in Ion Exchange India Ltd.

**Job Roles and Responsibilities:**

* Handling of Cash & other Payment Hub related services
* Handled the front desk & servicing the customer under the given TAT to increase our NPS for the branch
* Generation of CASA Numbers & value on daily basis.
* Handled Salary processing
* Ensure compliance with Banking rules, Regulations & Procedures
* Responsible for acquisition through direct sales to walk-in as well as referrals from walk-in customers
* Enhancing the value of existing accounts
* Resolution of customer queries/complaints

**Achievements:**

* Qualified various Zonal & Regional Contests during the tenure.

**Educational Qualifications:**

* Post Graduate Diploma in Banking Operations (PGDBO) in 2017
* Bachelor of Technology from Dr. A. P. J. ABDUL KALAM Technical University,Lucknow in 2015
* Intermediate (10+2) from U. P. Board Allahabad in 2010
* High school (10) from U. P. Board Allahabad in 2008

**Computer Skills:**

* Operating System : Windows
* Software : Finacle,
* Other Tools : MS Office (MS-Word, MS-Excel and MS-PowerPoint)

**Personal details:**

Father’s name : Mr. Ayodhya Prasad

Date of Birth : 25th Jul 1994

Marital status : Single

Date : ……………………………

Place : Shailendra Kumar