

PRAGATI SINGH



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CAREER SUMMARY

Well-rounded Banking Customer Service Representative, and an investment banker also acquainted in other banking departs along with 5 years of experience as an IT consultant in Execution as well as a software trainer, 1.3 years of experience as BDA have been providing excellent customer support to the service user and consulting clients with influential skills and deftness. Seeking for a career opportunity where I could diversify my diligence with Conflict Resolution, analytical and adaptability skills to improve organizational productivity and business.

KEY STRENGTHH

- Familiarity with banking conception along with financial advisory and customer service.
- Acquaintances in Client Management, Business Development, Software Execution, provide training.
- Expertise in Planning and delivering the products in a manner to service but sales.

WORK EXEPERINCE

HDFC BANK – Deputy Manager (August 2018 to till July 2020)

- Handled and addressed customers concerns, banking related queries and decide on.
- Gone through end to end banking operations along with locker operations.
- Ameliorated investment advising, product service, sales pitching and customer service.
- Ensured the correct file keepings manage the records and updating of daily operations.
- Authorize relevant document and manage the team to achieve and work on their given target.

Franciscan Solutions Pvt. Ltd. (IT Firm Provides School ERP Software)

Team Leader (November 2013- July 2018)

- Handled and addressed client concerns by maintaining an excel sheet of queries and complaints.
- Developed new tactics of working which increased the capabilities of Team and their time efficiency.
- Conducted pieces of training and meetings on ERP software execution, testing and work proficiency to train and induct team properly.

Unica Solutions Pvt. Ltd. (Education Consultant)

Business Development Advisor (July 2012 to September 2013)

- Ensured the branding of the company is maintained in all promotional and advertising material.
- Achieved timely and relevant media coverage across all available media.
- Analyzed customer research, market conditions, and competitor data.

WORK ACHIVMENTS

- Having assayed my strong interpersonal skills and Team management, being an IT executive, I was selected as Team Leader by Franciscan Solutions Pvt. Ltd to direct a group of 15 people.
- **Co-coordinator for CONCERN-2013**, International Educational Event, Supported by Planning Commission of India.

ACADEMIC QULIFICATION

Examination	Board/University	Year	%
MBA (Finance)	Sam Higginbottom Institute of Agriculture Technology & Sciences, Allahabad	2010-2012	78%
B. Com	University of Allahabad	2007-2010	50%
12 th (Intermediate)	U.P Board (English Medium)	2007	58%
10 th (High School)	U.P Board (English Medium)	2005	65%

TRAINING & WORKSHOP

- Participated in the international conference on “Emerging Challenges in Science & Technology” & “Leadership Development through Integration of Brain-Computer Demonstration”
- Participated in national conference on “Computer Science and Micro-Electro-Mechanical System” & “Issues & Challenges in Technology & Management”
- Attended a workshop on “Human Value & Professional Ethics” approved by UPTU (AICTE).
- **Summer Training** for MBA in **BHARAT PUMPS AND COMPRESSORS LIMITED.**
- Gone through a training program of hospitality in **Frank fin -Air Hostess Institute.**
- Internship as asst. HR in **Jobs in Consultancy Mumbai.**

EXTRACURRICULAR

- Online Diploma in behavior Science and Psychology.
- A Motivational speaker (School, College and Institutes) and people who require guidance.
- Social contribution (Work with NGO’s as in spare time), help to uplift poor and destitute people.

PERSONAL DETAILS

NAME: Pragati Raj Singh

FATHER’S NAME: Mr. Rohit Raj Singh

MOTHER’S NAME: Mrs. Seema Singh

DATE OF BIRTH: 1st December, 1990

NATIONALITY: Indian

MARITAL STATUS: Unmarried

LANGUAGES KNOWN: Hindi & English

INTREST: Photography, Writing Poem and Blog, Travelling

DECLARATION: I hereby declare that the information given above is correct to the best of my knowledge and nothing has been distorted.

Date:

Place: Allahabad

Pragati Raj Singh