

VINIT RAJURKAR

T3 SOLITAIRE HEIGHTS GULMOHAR COLONY BHOPAL, BHOPAL, 462037 (IN)
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PROFESSIONAL SUMMARY

Desire to secure a banking job with gadding investment, looking forward to utilizing enormous knowledge of banking industry and the ability to answer to all the questions related to operation, sales and finance, in working for the organization.

EMPLOYMENT HISTORY

BANK OFFICER, IDFCFIRST BANK LTD. BHOPAL, MADHYA PRADESH

Jul. 2020 – Jan. 2021

- Establish and maintain relationships with individual or business customers or provide assistance with problems these customers may encounter.
- Network within communities to find and attract new business.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Assist customers by providing information and resolving their complaints.
- Answer customers' questions, and provide information on procedures or policies.
- Service Delivery & Excellence : Ensuring service delivery as per the established benchmarks on TAT and complaint management & Customer Service.
- Achieve overall deposits growth and fee revenue (LI, GI, TFx, Assets, MF, etc.)
- Adherence to BSOPM, compliance & Audit guidelines: Satisfactory scores on all internal/external audits and surprise checks by internal teams
- Network within communities to find and attract new business.
- Business done through cold calling and also well versed with the market.
- worked on the products current account , insurance , assets, working capital and fee products.
- opened FTR account and within turned around time.

CUSTOMER SERVICE OFFICER, ICICI BANK LIMITED. KHACHRAUD, MADHYA PRADESH

May. 2017 – Dec. 2018

- Ensuring service delivery as per the established benchmarks on TAT and complaint management & Customer service.
- Receive payment by cash, cheque, credit cards, vouchers.
- Assist customers by providing information and resolving their complaints.
- Ensuring updated mandatory displays and good look & feel of lobby to ensure customer satisfaction.

- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Compute and record totals of transactions.
- Compile and maintain non-monetary reports and records.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Managed transactions including new accounts, customer service and operations.
- Oversaw customer service functions and resolved problems within the authority range .
- Service and retain accounts and identify opportunities to cross-sell products and services.
- Worked as a value banker for branch operations and also well versed with banking compliance.
- Worked on banking products like saving account, current account, kisan credit card, life insurance and other fee products.
- Daily reconciliation of deliverables, inventories in custody.
- Proper filing of all vouchers and other requests to relevant files

SKILLS

patience

Operations management

problem solving

Self-motivated nature

Verbal and written communication

Strategic planning

Forward-thinking

EDUCATION

NIIT IFBI, BHOPAL, MADHYA PRADESH

PGDBO, BANKING AND FINANCIAL SERVICES, Aug. 2016

RKDF COLLEGE OF ENGINEERING, BHOPAL, MADHYA PRADESH

GED, MECHANICAL ENGINEERING, Jun. 2015

LANGUAGES

hindi	<i>Native speaker</i>		english	<i>Conversational</i>
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DECLARATION

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.