**ANAND BHOOSHAN YADAV**

Mob: 8217697838

Email Id: anandbhooshan.sk@gmail.com

A growth oriented position in professionally managed and dynamic organization, which provides opportunities for development and responsibilities to contribute towards organization.

**ACADEMIC CREDENTIALS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Post Graduate Diploma in Banking Services from Manipal Academy Of Banking, Bengaluru (2016-2017) with GRADE A.
* B.Sc. Horticulture & Forestry from Narendra Deava Univerity of Agriculture & Technology Kumarganj Ayodhya in the year (2010-2014)
* 10th& 12thfrom State (U.P.) BOARD ( Government Inter College,Ayodhya.)

**PROFESSIONAL SYNOPSIS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer Service Officer(CSO), Lucknow (SEPTEMBER 2017-APRIL 2019)**

* **Responsible for timely processing of banking transaction requests made by customers on routine basis(RTGS/NEFT,TRANSFERS,DD ETC).**

**Responsible for improving the Internal Audit Operational efficiency score of the branch by timely completion of assigned tasks on continuous basis.**

* **Compliance to the bank’s rules - internal guidelines, processes and procedures.**
* **Protecting bank’s property as per safety norms and ensuring ethical conduct in ordinary course of business.**
* **On boarding new Accounts CASA.**
* **Adding incremental balance to the mapped book.**
* **Selling of Third Party Products (LI,GI,MF).**
* **Providing End to End solutions regarding customer complaints and compliance adherence.**
* **Providing Loans to the customer (Rural Lending).**
* **Providing Digital Platform to the customers.**
* **Completing MDAB Budget of Term Deposit.**
* **Processing services related requests of both Resident and NRI Clients like Mobile number updation, ReKyc, Nro to Nre Transfer and so on.**

**Skilfully managing wide range of office and sales support tasks, Leverage string multitasking skills to manage customer service.**

* **Respond to customer inquiries in personal and over the phone; liaise with cross functional teams in support of customer needs.**
* **Identified areas for improvement in policies, procedures, and business processes and delivered strategies.**
* **Adhering the assigned goals of KRA on NFTR, Xsell Linkages, True Rate and Family Banking.**

**CORE COMPETENCIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Business Development: Developing new markets for promoting the products; conducting competitor analysis by keeping abreast of market trends & competitor to achieve market share metrics. Conceptualizing and implementing sales promotional activities as a part of brand building & market development effort.**
* **Relationship Management: Building and strengthening relationships with key accounts, medical fraternity, opinion leaders, thereby ensuring high customer satisfaction by providing them with complete product support. Conducting the director group meetings and setting up and managing key accounts for the organization.**

**TECHNICAL SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Well versed with MS Office (Word, Excel & PowerPoint) and Internet Applications.**

**CERTIFICATION**

**CCC (Course on Computer Concepts) Certificate.**

**NISM-SERIES-V-A: Mutual fund distributors.**

**NISM-SERIES-VI: Depository Operations Certification.**

**SP CERTIFICATION:Insurance Selling**

**PERSONAL DOSSIER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of birth : 10 April 1993**

**Language Proficiency : English & Hindi**

**Contact Number : +91-8217697838**

**Posted At : Lucknow**

**E-Mail : anandbhooshan.sk@gmail.com**

**Permanent Address : Villege Chaudhary Ka Purwa, Post Jyoti Sadan, Ayodhya 224133.**

**Declaration :**

**I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.**

**Regards,**

**Anand Bhooshan Yadav.**