**CHANDRA KIRAN RAJ MATHANGI**

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**CAREER OBJECTIVE**

Experienced Customer Relationship Executive with over 4 years’ of relevant experience in handling customer issues, providing quality service and resolution . Currently seeking a customer centric role to fit my experience and skills in a global organization. Interested in learning and growing as a leader, while innovating and advocating for the customers.

**EDUCATION**

Bachelor of Technology, Electronics and Communications Engineering. Percentage-57%

PSR College of Engineering. & Technology, Vijayawada.

***Aug 2008 – Nov 2012***

**PROFICIENCIES**

French, Accounting, SAP-HR, PGDIB, MS Word, Excel, PowerPoint.

Customer Relationship Management, KYC and RBI compliance, CDD,Monitoring AML and suspicious. ctions.

**CERTIFICATIONS** CDD-AML AND KYC SAP HR

PGDIB

MS OFFICE FRENCH A1

**PROFESSIONAL EXPERIENCE**

***Customer Relationship Executive-Specialist Cadre Officer, State Bank Of India, Hyderabad Sep 2018 – Nov 2019***

● Ensured smooth workflow of operations in branches and attentive service to customers.

● Provided customers with needed data of available banking products and assisted them to choose better investment plans.

● Handled a network of 20 branches and a portfolio of over 400 customers.

● Assisted customers with documentation and in-time submission of paperwork.

● Resolved customer inquiries over phone and troubleshooted discrepancies with customer’s accounts.

● Processed customer transactions, obtained customer information required for the provision of services.

● Managed department’s functions and resources in the absence of the service manager.

● Monitoring Customer Risk Profiles and analysing individuals willingness to take risk and allocating portfolio of asset.

● Tracking customer transactions time to time and reviewing source of funds coming into accounts.

***Trade Relationship Manager, ICICI Bank, Hyderabad Apr 2017 – Aug 2018***

● Managed client engagement activities with a portfolio of over 249 customers.

● Provided advisory services about mutual funds, wealth, insurance and other business products to customers.

● Prepared investment performance reports and constantly monitored customer portfolios.

● Updated client infromation in CRM as per KYC regulations.

● Monitored upgradation of customers within the portfolio as per band status.

● Consistently achieved targets by leveraging customer referrals, portfolio upgradations, cold calling &

other services.

● Ensure that optimal levels of Income generating Product Group Holding (IPGH),By grouping them with their family members post selling liability products to the family members.

● Detailed knowledge of Sanctions, OFAC and AML regulations including the USA Patriot act and

Bank Secrecy Act. Improved and implemented customer risk rating criteria with KYC management and procedure for corporate customer*s*

***Teller, HDFC Bank, Hyderabad Jul 2015 – Mar 2017***

● Processed customer payments and transactions, and provided needed information for customer inquiries.

● Informed customers about bank products and services.

● Maintained cash balance in branch and reconciled any discrepancies.

● Handled confidential and sensitive customer information in a responsible manner.

● Regularly audited compliance of bank regulations by sales staff.

● Monitored dummy, suspense and deferred accounts both payable or receivable.

● Resolved walk in customer queries and ensured highest level of customer satisfaction.

● Monitoring source of funds in customers accounts coming from and identifying suspicious transactions and reporting to RBI.

● Ensured a clean, organized work area and a professional appear Reviewed all required AML/ KYC Regulatory requirements for all clients and analyzing any transactions that appear unusual based on the customer’s profile.