

Saif Zaman

1,Chamru Khansama Lane

Kolkata - 700017

West Bengal, India

DOB – 23.07.1989

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EDUCATION

Completed Class 10th(Madhyamik) in 2005 under West Bengal Board of Secondary Education from Adi Ballygunge Vidyalaya

Completed Class 12th(Higher Secondary) in 2007 under West Bengal Council Of Higher Secondary Education from Modern School

Completed Bachelors(B.A) in 2010 under University of Calcutta from A.G.C. Bose College

PROFESSIONAL SUMMARY

- Proficient with Microsoft office
 - Conversant in internet application and usage
 - **8** years of experience in Operations and Sales and Admin
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AREAS OF EXPERTISE

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|---------------------|-------------------------------|------------------------|
| • Time management | • Team player | • Microsoft Office |
| • Team work | • Computer hardware knowledge | • Mail drafting |
| • Flexible attitude | • Internet | • Support Coordination |
| • Well organized | • Computer troubleshooting | • Customer oriented |
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CAREER EXPERIENCE

Operations Executive

June2012 - June2014

Thriven Hospitals and Research Institute, KOLKATA, WEST BENGAL, INDIA (*Microsoft Excel, mail Drafting, MIS*)

Job Responsibilities:

- Maintaining MIS reports
- Looking after the Renewal premiums
- Data entry in the system
- KYC checking
- Policy Documents Process
- Branch back offices co-ordination
- Stock maintenance of stationary goods
- Coordinate with company Lawyer
- Coordinate with vendors
- Looking after the various bills of the company like Telephone Bills, Internet Bills, Electricity Bills
- Arrange Travel tickets for official tours

Sales coordinator Personal Loan Sales**December2014 - April2018**

I Process Services India Private Limited, Kolkata, West Bengal, India (*Microsoft Office, Excel, mail drafting, MIS, Coordination, Sales and Support*)

Job Responsibilities:

- Maintaining MIS reports
- Customer calling
- Customer pitching
- Visit customer place
- Educate customer about procedures
- Personal loans sales
- Checking KYC
- Checking CIBIL
- Prepare CAM
- Follow credit appraisal process
- Data entry in the system
- Documents checking
- Prepare and Send Excel Reports on daily basis
- Attending Calls of Customers and Give them proper solutions
- Coordinate with each and every file from login to till disburse
- Proactive in every official Matter
- Assist Managers on their daily work
- Other Banking operations work
- Coordinate between Main Hub and Branches
- Maintaining Stationaries for office using materials
- Provide Support to the Sales team and Customer

Process Associate**February2019 – September2019**

Wipro, Kolkata, West Bengal, India (*Claim process, MIS, data maintain*)

Job Responsibilities

- Processing Claims of a United States of America's Health Insurance Company
- Maintain MIS
- Checking medical reports
- Checking approval reports

Sales Associate**November2019 – January2021**

India Finance, Kolkata, West Bengal, India (Personal loans and Business Loans Sales)

Job Responsibilities

- Calling Customer for Personal loans and Business loans
- Visiting Customer place to Educate the customer about loan procedure and documentation
- Checking Documents of customers
- Selling Personal loans and Business loans
- Coordinate with every file from login to till disburse