



PINKU STEPHEN

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EMAIL	marshyandrew@gmail.com	DATE / PLACE OF BIRTH	20 Jul 1989 / Patna
NATIONALITY	Indian	LINKS	LinkedIn

01 PROFILE

To secure a challenging position in a reputed organization to expand my learning, knowledge and skills, while making a significant contribution to the success of the company.

02 EMPLOYMENT HISTORY

Jun 2018 — Nov 2020
Gurgaon

Senior Travel Consultant at Fareportal

- Conducted research and prepared meticulous travel itineraries complete with pricing, accommodation, airfare, transfer and tour information.
- Assessed client needs and recommended appropriate products and services to meet preferences and budget.
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations.

Jun 2016 — Apr 2018
Gurgaon

Corporate Travel Consultant at Interglobe Aviation's (Expedia Inc)

- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Developed process improvements and long-term business strategies through analysis of customer feedback.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.

Nov 2013 — Mar 2015
Bengaluru

Deputy Branch Manager at ICICI Bank

- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Consulted with representatives of regulatory agencies to complete accurate filings and uphold strict compliance.

- Recommended loan approvals and denials based on customer loan application reviews.
- Resolved escalated customer issues and boosted retention rates.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring/termination processes, coaching employees on company protocol and payroll operations.

Oct 2012 — Jan 2013
Kolkata

Sales Executive at Konnect Sales Force Pvt. Ltd

- Established beneficial professional networks and partnerships to gain insight and campaign support resulting in long-term business relationships.
- Broadened territories and negotiated successful contracts by seeking out new clients and utilizing leadership skills.

03 EDUCATION

Apr 2013 — Jan 2014
Karnataka

Manipal University

Post Graduate Diploma in Banking

Graduated with 6.8 GPA

Jun 2009 — May 2012
Patna

B.S College Patna

BBA

Majored in Accounts and Management

Graduated in Top 76.5% of Class First

May 2005 — Mar 2007
Patna

Shivam School Patna

Intermediate

Graduated with 64% of Class First from Cbse board.

Coursework in Subject Physics, Chemistry , Biology , Painting & English.

Mar 2004 — Mar 2005
Patna

Army Public School

Matriculation

Graduated with 62% of Class First From Cbse board.

04 SKILLS

Ability to Work Under Pressure

● ● ● ● ●

Effective Time Management

● ● ● ● ●

Amadeus

● ● ● ● ●

Microsoft Office

● ● ● ● ●

05 HOBBIES

Listening to music

Playing guitar

Cooking
Reading novels

06 LANGUAGES

English

Hindi

07 ACCOMPLISHMENT

Aug 2013 — Aug 2013

Bengaluru

Life Saver Certification

Mar 2014 — Mar 2015

Bengaluru

Emerging Stars of South

Award of Excellence (Emerging Stars of South) For Financial Year 2014-2015 in ICICI Bank.

May 2014 — Jul 2014

Bengaluru

Value Banker

Award for Value Banker(Builder) For Consecutive 3 months May June and July 2014

Mar 2016 — Dec 2016

Gurgaon

Expedia - Appreciation Certificate

Certificate of appreciation In Expedia – Interglobe Technologies for year 2016

08 CERTIFICATION

Jul 2018 — Jul 2018

Ontario, Canada

Travel Industry Council of Ontario

Jun 2014 — Jun 2014

Bengaluru

NISM Mutual Fund Certification

Certified Mutual Fund & Demat Certification with 55% and 68.25 %