

Abhishek Dubey

Mobile: +91 8655337472, **Email:** abhishekk.dubey22@gmail.com

Self-starter, Result oriented Team builder, Effective Negotiator, Positive Attitude & Decisions Maker.

Professional Profile

- **Presently undergoing Post Graduation Diploma in Management course in Indian school of media**
- More than 12 months of Rich Experience in the customer services and phone banking.
- Currently designated as Operation officer VFS Global services in Italy mission & MEA (Ministry of External Affairs) at Mumbai BKC.
- Process knowledge, Customer centric attitude, Adherence to quality standards and business rules and compliance to TAT at all service levels.

Organisational Experience

ORGANISATION	POSITION	LOCATION	YEAR
ICICI BANK	Operating officer in Taxation dept (GST and VAT)	Mumbai	2019
Indian school of media (ISM)	PGEM and Freelance	Mumbai	2017 - 2018
VFS Global Service	Operation Officer	Mumbai	Feb 16 – Dec 16
HDFC Bank	Phone Banking Officer	Mumbai.	Apr 14 - Dec 15

VFS GLOBAL SERVICES. Operation Officer – (Italy-MEA) Feb 16 – Dec 16

Visa officer - Italy

Profile

- Visa Officer - Currently handling Schengen Countries (Italy).

Responsibilities handled:

Italy:

- Announcing applicants name as per the token.
- To accept Passport and Documents which are related to visa requirement with the appointment letter.
- To verify and arrange the documents.
- To accept payments receipt from the applicant and Data management of documents.
- To take Biometrics (Fingerprints) of the applicants and save it on the system data.
- To give final payments receipts to the applicants.

Operations:

- Enter every detail of that document on the data and save it on the backup.
- Scanning and uploading of that documents and save it on the backup.
- Final audit of that Documents.
- Scanning and packing of that passport with documents.
- Packing all the accepted Passport with documents with backup copies in the suitcase for sending in the Italian consulate for visa.
- Prepare Destruction memo (delete all the personal backup data) and file the sheet.
- Scanning of the received passport from consulate and sent it by the couriered at the applicant given address.
- Passport tally on the register.
- Making report of the accepted passport with documents
- Preparing appointment schedule.
- Signing on the register for the daily activity.

Operation officer – MEA (Ministry of External Affair)

Profile

- Operation officer – Accepting original documents for MEA Attestation.

Responsibilities handled:

MEA:

- Accept the original documents from the applicant which they want to attested by MEA.
- Verify the documents and Data-Entry on the system.
- Accept the payment of that documents from the applicant and giving the final receipt.
- Scanning and packing of that documents.

- Sent the document to the RPO office for MEA attestation.
- Maintain the Data-Entry on the system.

HDFC Bank

Phone Banking Officer

Apr 14 – Dec 15

Phone Banking Officer

Profile

- Handling queries related to Credit card, Internet Banking, Mobile Banking, Loans on Credit card and taking complaints.
- Handling HNI Customer's (High Net worth Individuals) and Priority Customer's (To be HNI) and taking various requests over the phone like: Credit card Statement, Internet Banking user id & Password's request and address Change etc.
- Coordinating with various backend departments for solving queries within the given TAT.
- Follow up of unresolved queries and handling escalated calls by Phone Banking Officers.
- Maintaining customers data in an excel sheet and giving everyday report of solved cases to supervisor.
- Performing floor walk and helping PBO in any difficulties in case of all supervisors are in meeting.
- Helping Team Leader in various projects in implement of change in processes.

ACADEMIC CREDENTIALS

YEAR	DEGREE	INSTITUTE
Mar-2012-13	BCOM	M.P.V.V. College of Commerce, Borivali-Mumbai
Mar-2009-10	H.S.C	Sheth G.H College of Commerce, Borivali-Mumbai
Mar-2007-08	S.S.C.	Shailendra High School, Dahisar-Mumbai
2017 - 2018	PGDM	Indian School Of Media

PERSONAL DETAILS

Father's Name : Krishnadeo Dubey

Date of Birth : 4th July 1991.

Sex : Male

Marital Status : Unmarried

Language : English, Hindi, Marathi, Gujarati

Permanent Address: : 03- Kalika shukla chawl, Carter Rd no-06, Borivali East, Mumbai-400066

References shall be furnished as per the requirement