**S.Jyotsna**

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Cell: +91-9901033265

**Career Objective**

An experienced and well maintained professional having ample amount of knowledge in banking sector and seeking an opportunity in the organization to use my skills and be able to contribute to the firm for which I am working. I will put my best effort to learn the company's policies and make better decisions in the favour of the company.

**Career Summary**

* Total 6 years of experience (3 years of experience in the banking field. And 3 years in NBFC)
* Providing solution to the customer’s problems.
* Selling insurance policies to the customers and giving them after sale services.
* Providing banking solutions to the rising needs of the customers.
* Cross sold loans.
* Increased liabilities of the portfolio.
* Managing sales and disbursement for business loans.
* Dealing with anchors and clients.
* Handling Team in absence of team leader
* Achieving targets every month
* Best performer
* Dealing End to End process from sales to disbursement
* Making of MIS In MS Excel
* Publishing SAS Report
* Dealing With DSA Clients(Paisa bazar,Cointribe,Wishfin,Retrafinance)

**Computer Skills**

* Good typing skills of 75 wpm.
* Good knowledge of management software and usage of its tools.
* Knowledge with Microsoft office – MS Excel, MS Word, Power Point, and MS outlook
* Good knowledge on banking tools lke CEMS, EBBS, CRM, FLEX, CBCI.SFDC

**Professional Experience**

**Sales Co-coordinator (6th August 2019 till date)Herofincorp Limited**

* Dealing in business loan from Lead creation till disbursement
* Calling from calling data and responsible for lead conversing
* Punching all leads In SFDC
* Resolving all lead queries from credit team
* Responsibilty of disbursement of file
* Resolving Disbursement queries
* Dealing with DSA clients for the provided leads(Paisa-bazar,Retra finance,Wishfin,Cointribe)
* Publishing MIS
* Publishing SAS Report

**Relationship Manager (3rd October 2017- 1st August 2019)**

**Indifi Technologies PVT LTD**

* Managing leads and business loan applications appropriately to convert it to sales.
* Responsible for collection of customers KYC and business loan application.
* Responsible for communicating with the credit departments for further processing of the business loan application.
* Communicating with the agencies to initiate customers field investigation.
* Responsible for good relationship with Swiggy, Zomato, PAYTM, Firstdata, Magicpin and Limetray for business development.
* Responsible for pulling out and managing anchor data.
* Responsible for initiating Disbursement(dealing with disbursement of customer files, cheques and ACH).
* Dealing and giving solution to customer queries(Escrow).
* Act as an active Team Leader in absence of the Team leader.

**Relationship Manager (17th December 2015 – 15th September 2017).  
Housing and Development Board Financial Services PVT LTD(Subsidiary company of HDFC PVT LTD):**

* Managing Portfolio of 500+ customers.
* Providing training to new employees.
* Responsible to deal with investments of the customer.
* Responsible for all the financial need of the customer.
* Dealing on CASA, Assets, Credit Cards and investments.
* Even responsible for resolving customer complaints related to banking.

**Sr. Customer Associate (5th January 2015-10th October 2015).  
Scope International PVT LTD(Subsidiary of Standard Chartered).**

* Responsible for customer’s good banking experience.
* Responsible for taking service request and complaints of customers and forwarding it to the SOP team for its resolution.
* Handled selling and buying of the policies, loan and credit cards.
* Taking care of SME accounts as well like giving support on call, taking requests and complaints.

**Customer Support (8th June 2014-30th November 2014).  
Techzone PVT LTD**

* Providing sales and services for **National Westminster Bank (**NATWEST) to UK clients.
* Acting as a collections team for NATWEST.

**Educational Qualification**

* B.SC Bio Technology

College-Kolkata Unniversity

Pass out Year-2014

12th standard CBSE

School- Kendriya Vidyalaya IIT Kharagpur

Pass out Year-2011

10th standard CBse

School- Kendriya Vidyalaya IIT Kharagpur

Pass out Year-2009

**Achievments**

* PAN india topper in personal loan.
* Got highest performance rating of “Exceeds Expectation”
* Won trips to kerala and wonderla
* Won medals, trophies and certificates for selling Life Insurances.

**Personal Details**

**Date of Birth:** 28th, Feb 1992.  
**Languages known:** English, Hindi, Bengali, Telugu.  
**Nationality:** Indian

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_