

RESUME



SANDEEP KUMAR

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Address: S/o Mr. Keshari Nandan Singh, Ram Krishna Colony,
Near Bazaar Samiti, Mahendru, Patna-80006.

Aspiring for challenging positions in CUSTOMER RELATIONSHIP MANAGEMENT with a growth oriented organization of repute

PROFILE SUMMARY

- ↪ Professional offering more than **9 years** experience in **Customer Relationship Management, Documentation and Team Management**
- ↪ Currently associated with **SAAKAAR CONSTRUCTIONS PVT. LTD. As Customer Relationship Manager, Patna since June 18.**
- ↪ Accountable for planning, successful execution and following up for diverse range of customer retention campaigns, along with producing their annual budget, monthly forecast and other business reporting as required
- ↪ Adroit in conceptualizing and managing a diverse range of customer retention campaigns and initiatives
- ↪ Proficient in drawing insights & presenting results clearly in order to facilitate decisions making on next steps
- ↪ Capable in analyzing statistics or data in order to determine level of customer service organizing
- ↪ Keen communicator with excellent interpersonal skills & ability to grasp new concepts & utilize them in a productive manner

WORK EXPERIENCE

Bandhan Bank, Hilsa as Customer Relationship Officer : Since Dec'16 to April 18.

Key Result Areas:

- Achieving monthly targets in acquiring new customers through giving banking services in the branch.
- Maintaining hygienic relationship with customers to improve branch business and services.
- Organising weekly customer meeting in the branch.
- Managing the branch operations to run smoothly.
- Documentation of the banking kits and customers' data.
- Analysing statistics or data to determine level of customer service organizing.

Passport Seva Kendra, Patna as Customer Service Executive: Since Nov'11 at TCS LTD to Nov'16.

Key Result Areas:

- Worked at the CSE counter, enquiry counters and floor coordinator
- Assisting in taking photocopies of the requires documents of passport related applications and matching these documents with their originals in the pre-verification area
- Served as Floor Coordinator thereby solving out problems of citizens
- Adroitly processed applications on computer in which had corrected datas, cropped signature of applicants, scanned self-signed photocopies of documents, collected required fees from applicants and took finger prints of ten fingers

IT SKILLS

Well versed with MS Office Suite (Word, Excel and PowerPoint)

EDUCATIONAL CREDENTIALS

2011	MBA (Marketing & Finance) from SRM University, NCR Campus, Ghaziabad
2008	B.Com. (Honors) from DDE, Patna University, Patna
2005	XII from B.I.C.E, Patna
2003	X from B.S.E.B, Patna

PERSONAL DOSSIER

Date of Birth : 16th December 1988
Linguistic Skills: Hindi, English & Bhojpuri

I hereby declare that all statements made in this resume are true, complete and correct to the best of my knowledge and belief.

Date:

Place:

Signature
(SANDEEP KUMAR)