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PROFILE SUMMARY

A certified Banking professional with more than four years of experience in Banking Software operation , Analysis, Product Support and Maintenance, of customer Portfolio Handeling and implementation across multiple software with in-depth knowledge of Finacel and Shaksham.

Demonstrated history in Business Support like CASA,LIFE INSURANCE,GENERAL INSURANCE and LOAN experience to sale within branch, Pro-found expertise in planning and managing Branch business goals with Team so to drive process improvements, competitive advantage and bottom-line gains.

Implement Branch management framework and best practices methodologies to achieve organizational goal. Outstanding ability to understand and work on complex assignments with strong determination.

TECHNICAL SKILLS

Software Finacel, Saksham, CMS,Profund.
Operating Platform Finacel 10.2
Databases Branch Analysis. CRM

FUNCTIONAL SKILLS

- Communication Skills.
- Problem Solving.
- Customer Service.
- Numeracy skills, Leadership.
- Client Deals.
- Technical Documentation.
- Process Improvement.
- Team Coordination.
- Organisation.
- Time Management.
- Escalation Management.
- Business Development.
- Risk Analysis.
- Team Management..

ACHIEVEMENTS

- Qualified the contest "LIFE INSURANCE CHAMP".(Q3 AND Q4 2017-18)
- Qualified the contest "DASH BORD ALL OVER RANK-8 IN Q4-2017-18"
- Qualified RLIPG IN Q3 2017-18
- Qualified for Best figure in CASA OPENING IN 2017-18
- Qualified for Best Figure in Q3 and Q4 2018-19.

WORK HISTORY

AXIS BANK LTD

CUSTOMER SERVICE OFFICER

Sep 2015 – Aug 2019

Supporting the on-going operations and supporting AXIS BANK LTD with operation and as a part of Business Support team by maintaining good number of deliverables with high quality solutions.

- Assisting the critical accounts, escalations and go-live customers in Purchasing and Strategic Sourcing modules
- Supporting the team tasks like fast customer service and new business support for the branch..Coordinating with the team from achievement of business target into the bundle on time

EDUCATION

- B.B.A (Hon's) Accountancy from TECHNO INDIA HOOGLY CAMPUS in the year 2015.

CERTIFICATIONS

- ADFA (Accountancy) from CMC (COMPUTER MAINTENANCE CORPORATION) in the year 2014.