|  |  |
| --- | --- |
| Deepak Kumar | House No. DD- 1163, Dabua Colony,  27 Feet Road, NIT. Faridabad 121001  882-641-2270  deepakverma81593@gmail.com |

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|  | **Objective** |

To obtain a meaningful and challenging position, which not only enables me to work for the benefit and interest of the organization but also offer me opportunities to enhance my present skills and raise my performance levels

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|  | Education |

## B. Com | SAM HIGGINBOTTOM UNIVERSITY

### June 2018

## Bachelor of Commerce (B. Com) with 65.72%.

## SENIOR SECONDARY | Board of School Education Haryana

### March 2013

Non-Medical Stream with 63%.

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|  | Experience |

### 27th Sep 2013 to Till now.

## UJJIVAN SAMLL FINANCE BANK, Branch operation officer (BOO).

* Support the process for account opening and validation in system as effective as possible. Making sure documents submitted by front officers are accurate and valid. Take action to follow up in case provided documents are not complete.
* Upload the specimen signature form, signed by proper discretionary holder(s) on timely manner.
* Insurance, Saving Account, CASA, Current Account Sales.
* Handling Branch all activity like ATM cash flow, and Day to day transaction of cash)
* Contribute to efficient delivery of customer requests, including, issuance of cheques book, cheque activation, and bank confirmation (i.e., scheduled account statement printing…), etc.
* Maintain a proper control of sales kits and stock for passbook, FD certificate, blank cheques book, brochures, etc., take action to report and request for the new stock as necessary.
* Support and handle complex customer’s issues in supporting sales area while executing excellent customer service principles.
* Monitor daily account movement in material amount and make necessary reports to DBM/BM.
* Work in collaboration with front officers to collect pending fees (i.e., dormant fee) and improve the structure of values account; take action on closure of low value accounts.
* Maintains cooperative and productive work atmosphere, including “speak-up culture” within the branch.
* Assist DBM/BM on other operational tasks as assigned by BM/DBMCS.

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|  | Skills |
|  | Organizational and time management skills.Ability to work effectively in a team environment.Good internal relationship building.Good written and verbal communication skills.Attention to details and accuracyTECHNICAL EXPERTISEMicrosoft Excel 2010, 2013 PPT and OutlookFinancial banking softwareCRM Next SoftwarePERSONAL INFORMATION |

Address House No. DD- 1163, Dabua Colony, 27 Feet Road

NIT. Faridabad 121001

Nationality Indian

Mobile +91 882-641-2270

Email deepakverma81593@gmail.com

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: \_\_\_\_\_\_\_ **(Deepak Kumar)**

Place: \_\_\_\_\_\_\_