*Profile*

*A qualified professional with a wealth of experience and knowledge in Business Administration. Having worked in many different sectors from Call centre, Accountant to Retail Banking has given me valuable experience in Retail Management and corporate field. With a good friendly outlook, I am able to relate to public well and build up a good rapport, dealing with and recognizing situations, and take appropriate decisions. Am also confident, highly motivated and as a successful professional, I am well presented and take pride in my work. I work well on my own and enjoy being part of a good team who are able to work well together.  
Also ensuring a high quality of service is consistently maintained with optimum efficiency. Currently looking for an appropriate opportunity with a reputable employer who rewards hard work and appreciates ability and loyalty.*

*Education*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Course*** | ***Institution*** | ***Board/University*** | ***Year of Passing*** |
| ***INTER CMA***  ***(ICWAI)*** | *ICWAI AHMEDABAD CHAPTER* | *KOLKATTA UNIVERSITY* | *2008* |
| ***B.COM*** | *JG COLLEGE OF COMMERCE* | *Gujarat University* | *2004* |
| ***HSE*** | *K V ABAD CANTT-2* | *CBSE* | *2001* |
| ***SSLC*** | *K V ABAD CANTT-2* | *CBSE* | *1999* |

*Trainings and Workshops Attended*

* *Corporate Training,*
* *Personality Development,*
* *Achieving Self excellence,*
* *Employees Motivational Training,*
* *Stress and Anger Management*
* *Time Management*
* *Prevention of Fraud training in Banking Section from HDFC Bank Ltd*
* *Fake Currency training from RBI*
* *Training for Security Of Information technology policy of Corporate Retail Branch Banking*
* *Workshops for Sales and Customer service in Retail Branch Banking*

*Experience & Achievements*

* ***Represented School at State and National level in Football league.***
* *Participated in many activities like Firing, skit shooting, Parceling etc.*
* *Received credentials in sports in School level.*
* ***Received Certificate from my Branch Banking Head (Mr. Ravi Narayan) and Zonal Head (Mr. Thomson Jose) as outstanding performer for 2 times in the year 2013-2014.***

*Work Experience*

1. *Currently working with* ***HDFC BANK LTD, Ahmedabad as Manager in Retail Operation. (8 yrs. Exp) from Oct-2007***

|  |
| --- |
| *HDFC BANK Ltd is a Domestic and International sound financial sector of Banking. It provides a wide range of financial service and support to its Customer through newly developed IT as well as Banking Culture. HDFC BANK meet today’s complex business challenges and totally focuses on delivering high quality business solutions with full range of Customer Service and Systematic Banking Operational Support with complementary services and industry-specific, tailor-made solutions to its clients through innovative technology solutions. We at HDFC BANK help our Customer to maximize the value of its money with proper Investment according to their needs, wants and time. We help our Customer to safe there hardcore money with proper policies and procedure according to their comfort to put in our Managed Investment plans were they are getting there ROI and ROE ratios are in equilibrium. We (HDFC BANK) are Truly, Highly and Professionally based with perfect Managed Fund managers who know the market fluctuation with Investment portfolio and the fund they require to get Invested. As a Manager my Services furnished are here:*   * ***Job role from Officer Trainee to Manager Designation in Branch Banking as follows:*** * ***Cash Management System:*** *Handling Huge Volume of Cash in Branch with error free environment.* * ***Audit Process:*** *Handling Internal and External Audit of the Branches which always declare as Satisfactory during my Guidance and Management.* * ***Service Quality Audit:*** *Handling Branch SQ as per Management aspects.* * ***Reporting Schedule:*** *Handling Monthly, Weekly and fortnightly reporting to higher authority as well as to RBI on timely basis.* * **Training to new Recruiters:**Always to be a helping hand and process guidance to my new Employees when I was promoted as Manager. * **Handling 2Men Branches**: Always to be on time to help my Subordinates of small Branches in case of Emergency and also handle their Branches during the course of Deputation process. * ***Growth in terms of Sales figure:*** *During my Job role as Assistant Manager and Deputy Manager I always received two times appreciation Certificate from My Branch Banking Head as well as from Regional Head for achieving Branch Income Targets.* * ***Customer Service:*** *Always Handling Complains as well as service issue of Customer within the Management TAT.* * ***Certification Clearance:*** *During My Carrier I received individual type of Training Certificates like Fraud and Prevention in Branches, Sales Management process, Fake Note Detect process, and Complain Management process if it route from Banking Ombursement (BO), IT Certificate Clearance for Security password and New Up gradation for Digitalization in Net and Mobile Apps etc.* |
| |  |  | | --- | --- | | *HDFC BANK is ranked No.1in Asia Pacific as” STRONGEST BANK”* |  |   ***(B)*** *Worked with****, Ahmedabad from June 2006 to Aug. 2007***  *Worked as* ***Assistant Account Manager*** *to Handle Main Branch Books of Accounts in Ahmedabad.*  ***Responsibilities***   * *Handling Balance Sheet, P&L Account and Bank Reconciliation Statement* * *Taking care of Suspense Entries, Collection entries and monthly as well as fortnightly Audit in tally.* * *Security and Safety of Records of Accounts which send to HO on timely basis.* * *Settlement and making Service Tax Certificates for Vendors as well as for Income tax for taxation purpose on half yearly basis.*      * *[CHAIRMAN'S STATEMENT](http://www.theubgroup.com/ubprofile_UBHL.aspx)* * *verline* * *[MISSION & QUALITY STATEMENT](http://www.theubgroup.com/profile_mission.aspx)* * *verline* * *[GENESIS](http://www.theubgroup.com/profile_genesis.aspx)* * *verline* * *[MANAGEMENT TEAM](http://www.theubgroup.com/profile_management.aspx)* * *verline* * *[CORPORATE SOCIAL RESPONSIBILITY](http://www.theubgroup.com/corporate_social.aspx)*   ***(C)*** *Worked with* ***ICICI BANK LTD, Ahmedabad as Customer Service Executive***  *From Dec 2005 to Feb 2006.*  ***Responsibilities***   * *Customer Care* * *Sales operations* * *Network Setting* * *MIS Reports* |  |
|  |  |

***(D) Worked with Different Call centers During college days.( 6 months experience)***

***Responsibilities***

* *Customer care for Idea*
* *KPO services etc.*
* *Mortgage/Debt collection*

*Other Certifications*

* ***Completed Intermediate Course of Institute of Cost and Works Accountant of India (Now Known as CMA)*** *pursuing in Final CMA.*
* *Diploma in Banking & Finance from* ***IDBI INTEC***

*Key Skills*

* *Strong and Positive attitude towards business communications and correspondence etiquettes.*
* *Flexible to work in shifts (24x7 environments).*
* *Can handle team.*
* *Can make/ generate reports.*
* *Can deal with customers and clients (domestic/ overseas).*
* *Handling the routine back office work smoothly and error free.*

*Technical Skills*

* *Knowledge of MS Office, Tally 6.3, SAP Module and Internet.*
* *Well versed with Banking System i.e. Finware Finnacle & Flexcube.*

**First Name of Application CV No:** **1655262**

Whatsapp Mobile: +971504753686

