**MITHUN**

**Profile**

* 2.6 Years of experience in Banking, Business development.
* Effective team player with proven track record in high customer satisfaction, project management and have good communication and interpersonal skills. Known for mature decision making and innovative problem solving.
* Ability to work well under pressure in a fast-pace environment & independently with minimal supervision in a team environment.
* Involved in customer education and training on variety of products through lectures, seminars, presentations and product demonstrations.

**Education**

* Masters of Business Administration (MBA-IT & Marketing) – Acharya’s Bangalore Business School (ABBS)Bangalore University, Bangalore, India- 2012.
* BSC-CS (Bachelor of COMPUTER SCIENCE) – Bharathiar University, Coimbatore India- 2010

**Experience**

**ICICI BANK (JULY 2013-DECEMBER 2015)**

**Designation: JUNIOR OFFICER**

ICICI BANK is the leading private sector bank in INDIA. It has got branches across the globe. I was working as junior officier to resolve customer queries and to support sales for a period of 2.6 years..

**Role:**

* I was working as a junior officer with ICICI BANK.
* Getting in touch with HR/Admin and Finance Departments .
* Maintaining the daily MIS and reports to make sure that data is available to higher level management for their reference.
* Sending company proposal to policy team with the Observations and findings along with the field visit report for approval.
* Opening current account , savings account and NRI accounts
* Handling life insurance products
* Tab Banking.
* Solving customer queries.
* Trade services for current account customers.
* Fund transfers such as NEFT and RTGS.
* Sending day to day reports to higher authorities and get the necessary approvals.
* Taking customer feed back about the services and making the necessary changes.

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**Projects/Internships**:

**Future Value Retail India Ltd. (January 2012-April 2012)**

Future Group is an Indian private conglomerate, headquartered in Mumbai. The company is known for having a significant prominence in Indian retail and fashion sectors, with popular supermarket chains like Big

Bazaar and Food Bazaar, lifestyle stores like Brand Factory, Central etc. and also for having notable presence

in integrated foods and FMCG manufacturing sectors.

**Role:**

* The Dissertation topic was “The level of Employee Satisfaction in Retail Sector”.
* I was part of Management team assisting them with screening of employees, conducting preliminary interviews, short listing and conducting Induction program and completing their joining formalities.
* As part of the study a survey was conducted and based on the feedback I got from the employees regarding the Fun Room in the organization which was in a bad condition a report was submitted to the HR manager and
* and appropriate funds were allotted for its good maintenance.
* The tool that I used for survey was Questionnaire.

**MILMA PVT LTD (August 2011) - INTERNSHIP**

Organizational study at MILMA PVT.LTD helped me to get a glance on all functional departments in an organization. It helped me understand how important each and every department is, This company is into production of MILK and MILK products.It is one of the leading milk production company in INDIA.

**Personal Information:**

Date of Birth: 06/04/1989

Languages Known: English, Hindi, Tamil, and Malayalam

Nationality: Indian

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