***Career Objective: Obtaining a customer service position where I can maximize my people oriented experience , communication skills and my problem analysis and problem solving abilities .Solving Customer queries in a effective /creative manner .***

* Strong interpersonal communication skills.
* Problem analysis and problem solving
* Organizational skills and customer service orientation
* Adaptability and ability to work under pressure

**Corporate Exposure (Latest by first)**

**Organization: HSBCElectronic Data Processing Indiaprivate Ltd**

HSBC’s Global Resource network and provides a range of voice and non-voice services to compliment the Groups Financial and Banking Operations.

Work Experience : **10 Years in Customer service Financial services HSBC**

**Departments Worked :**

**Retails services Customer Services ( US Process ) : 2006 Nov to 2008 April .**

**HBME/UAE Credit card Customer service ( UAE/HBME) 2008 May to 2009 March .**

**HBME/UAE Credit card & Banking Customer service ( UAE/HBME) : 2009 April to 2011 April**

**Customer Care for Visa and Master cards ( US Process ) :2011May to 2012 May**

**Customer Care New A/c opening for Card & Customer Care : ( UK Process 2012 June to 2016 Jan**

**Supplier Management Executive for UK Process 2016 Feb Till date**

**Functional Responsibilities in each individual Process .**

**Supplier Management Executive for UK Process 2016 Feb Till date**

Working as Executive in Supplier management which is the discipline of strategically planning for, and managing, all interactions with third party organizations that **supply**  services to HSBC .

As Supplier Management Executive there are various tasks undertaken

* Answering Emails Handling , Liaising with business partners in processing any Changes introduces Via request request , Creating Weekly/ Monthly Balance score cards , Making sure adequate stock levels are maintained by the vendor making sure the Business runs is as usual.

Etc Etc

**Retails services Customer Services ( US Process ) : 2006 Nov to 2008 April .**

Work in Retail Services Customer Care advocates understanding the retail aspects of Banking Business pertaining to credit cards division with strong customer centric focus. A high end voice process where profile includes resolving customer queries relating to Balance enquiries, Payment enquiries, disputes, analyzing charges, Fraud Alerts, Lost and Stolen, assessed authorizations on the a/c etc.

**HBME/UAE Credit card Customer service ( UAE/HBME) 2008 May to 2009 March .**

Work in HBME UAE Services Customer Care advocates understanding of Banking Business pertaining to credit cards division with strong customer centric focus. Servicing Customer from different parts of the world A high end voice process where profile includes resolving customer queries relating as simple as Balance enquiries, Payment enquiries, disputes, analyzing charges, Fraud Alerts, Lost and Stolen, retaining customer assessed authorizations on the a/c etc.

Cross selling of Banking products , Loans , Insurance and Credit Cards & making sure of delivering Excellent Customer Services .

**HBME/UAE Credit card & Banking Customer service ( UAE/HBME) : 2009 April to 2011 April .**

Work in HBME UAE Customer Care advocates understanding of Banking Business pertaining to credit cards division with strong customer centric focus. Servicing Customers from different parts of the world . A high end voice process where profile includes resolving customer queries relating as simple as Balance enquiries, Payment enquiries, disputes, analyzing charges, Fraud Alerts, Lost and Stolen, retaining customer assessed authorizations on the a/c etc.

Cross selling of Banking products, Loans, Insurance and Credit Cards & and delivering Excellent Customer Services . This process also includes identifying customer eligible for products such as Loans , Cards , other banking prodicts and cross selling

**DEPT: Card Services Customer Care (Mar 2007 – July ‘2011) (HBIO Business Region)**

Work in Card Services Customer Care advocates understanding of Banking Business pertaining to credit cards division with strong customer centric focus. A high end voice process where profile includes resolving customer queries relating to Balance enquiries, Payment enquiries, disputes, analyzing charges, Fraud Alerts, Lost and Stolen, assessed authorizations on the a/c etc.

**Customer Care New A/c opening for Card & Customer Care : ( UK Process 2012 June to 2016 Jan**

Processing of new account/personal Credit , Commercial , Company , Corporate and Purchasing cards .

 Quality checking account processes by colleagues .

Handling Customers queries related to application processing .

**ACADEMICS:**

* Completed Inter in Haragopal Junior College
* Pursuing Graduation Via distance Mode
* Completed Diploma & ITI in electrical Engineering

 **Yours sincerely**

**(Girish)**