**JAYITA**

**JAYITA.339277@2freemail.com**

**JOB OBJECTIVE**

To be associated with a dynamic and progressive organization and work in an innovative, challenging and rewarding environment where my professional abilities and proficiency will be best utilized for the contribution towards the growth of the organization.

**PROFILE SUMMARY**

* Have over 6.5 years of experience with more than 1.5 years in banking industry (India).
* Excellent in managing resources, filing, multitasking.
* Excellent communication skills in English, Hindi, Bengali & Urdu.
* Have an exposure to the European culture having studied and worked in UK for 2.5 years.
* Extremely objective orientated, and focussed in achieving targets.
* Attended rigorous research oriented courses in Cambridge, UK

**ORGANISATIONAL EXPERIENCE**

**HDFC BANK- ASST. MANAGER (December 2014- DECEMBER 2016)**

**PERSONAL BANKER (Welcome desk)**

* Has been the first point contact with the customer in the branch, provide customer service and product information
* Responsible for account opening both Current & Saving account and Fixed Deposits.
* Customer acquisition through sales to walk in customers, referrals from walk-ins for current account, saving account and Demat accounts
* Deliverables Custodian, Handle balance enquiries of walk-in customers, Collection of Foreign Currency Cheques
* Obtained referrals from walk-in customers for current account, Saving account and Demat accounts, Generation of referrals from internal database on a regular basis.
* Extensive cross selling of direct banking channels to walk-in customers to deepen relationships

**TELLER (BANK**)

* Responsible for cash and customer transactions
* Handles cash receipts, deposits &payments, Cash balancing
* Handling the Banking System and is Vault custodian
* Filing of End of day (EOD) Reports
* Handling Non-Cash transactions like DD/MC/TC, Fund transfer etc
* Register updation on EOD Cash position, Instruments Issued etc
* Responsible for high quality service, customer relationship management, Queue Management & Branch Audit & Compliance

**SALES (BANK)**

* Responsible for Report Generation & filing, Review all critical reports, monitor cash levels, fraud control, etc.
* Generating business through cross sell of all products and services of the Bank
* Retention of accounts: Enhance the value of existing portfolio of current account & saving account customers.
* Overall Cost Management and staff productivity
* Also, responsible for Branch administration & ATM (onsite) management, Branch Operations and Audit Compliance.

**ADMINISTRATIVE (SALES)**

* Co-ordinated company events and functions.
* Prepared correspondence, documents, newsletters.
* Track expense claims and prepare expense reports.
* Set up and maintain customer data management systems.
* Processed invoices and prepared payments.
* Resolved administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.

**UK WORK EXPERIENCE: (January 2012- September 2013)**

**STUDENT AMBASSADOR**

* Worked as a student ambassador in the university with following responsibilities
* Worked in the administrative unit I centre within the university to promote courses.
* Have conducted road shows, student life experience shares in various parts of Cambridge, UK to increase awareness of the university and sell courses to the potential students.
* Sold various courses of the university for the potential students.

**PREVIOUS EXPERIENCE**

**YELLOW BOX PVT LTD**  **HR EXECUTIVE** **(February 2011- January 2012)**

**KEY RESPONSIBILITIES:**

* Recruiting candidates for other clients like Wipro, IBM, HSBC, etc.
* Managing the complete cycle of recruitment from sourcing the profile till closures.
* Maintaining a complete database of resumes related to different job profiles.
* Handling end-to-end recruitment of entry-level position.
* Taking care of the team members and motivating them.
* Got promoted as Recruitment Lead.
* Handled team of Five members

**WIPRO** **SENIOR ASSOCIATE**  **(June 2008 – October 2010)**

**KEY RESPONSIBILITIES:**

* Taking calls for the customers
* Handling the team when the team leader was not present
* Handling escalation calls
* Meeting the targets everyday
* Buddy jacking the new member to help him learn.
* Taking initiative of arranging team huddles

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**EDUCATION**

* **MBA Degree with specialization in Strategic HR and Marketing from Anglia Ruskin University (UK).**
* **Bachelors of Science from Calcutta University**.

**COMPUTER SKILLS**

* Ms Office, Ms Word, Ms Power Point, Ms Excel.

**STRENGTH:-**

* Excellent communication skills (English, Bengali, Hindi)
* Dedicated to job given, always finding solutions how to complete task in most efficient way with least time.
* Worked with group given many group presentation as well as solo presentation.
* Have a exposure to UK culture.

**ACHIEVEMENT:-**

* RECEIVED BEST PERFORMER FOR THE FINANCIAL YEAR 2015-16 IN BRANCH (HDFC BANK).
* RECEIVED EMPLOYEE OF THE MONTH FOR 2013 IN MCD,UK

**EXTRA CURRICULAR ACTIVITIES:-**

* Completed 4th Year in Classical singing.
* Taken Part in Yoga Competition.
* Taken part in many competitive exams and got certificates.

**PERSONAL DETAILS**

**DATE OF BIRTH:** 06.04.1987

**ADDRESS**: Kolkata, India

**MARITAL STATUS:** Married

**LANGAUGE KNOWN**: English, Hindi & Bengali

Date:

Place: Signature: