**HITESH**

Hitesh.368604@2freemail.com

Personal Details

Gender: MALE

Nationality: India

Marital Status: Married

Date of Birth: 23 April 1988

***Seeking an innovative and challenging position which will maximize opportunities to implement knowledge and fill utilization of capabilities to enrich skills and satisfy urge for learning and also lead to overall development of the organization***

**SUMMARY**

* A professional with 7 years of experience in Banking and Financial Services with expertise in **Portfolio Management**
* Expert in Handling inward out ward remittances along with that **trade & forex business** of current account customers .i.e. **BG, LC, Discounting, Import Export Payments & Buyers Credit**
* Skilled in Administering the **care of corporate business such hospital, educational institutions, large corporate and related products salary account, payment gateway, group insurance & Enet facility etc**
* Adroit in Taking care of **operational & quality part such CRM management, audit, various processes such as recording of calls in CRM & activation depletion as well**
* Deft in **Conceptualization, Planning and Execution of Marketing Campaigns** alongside Looking after products- mutual funds, market investments and life insurance as well
* Skilled in **Marketing collateral for Financial Advisory Services and NRI Services**
* Conversant with Looking after products- **savings, current accounts and life insurance** as well
* Adept in complying with various rules, regulations and guidelines issued by RBI and other autonomous agencies
* Proven acumen in working under pressure and delivering results as per the benchmark set by the organization
* Proficient in western union money transfer software and possess strong working knowledge in various banking and financial software
* Excellent communicator with strong analytical skills, seeking challenging career in Banking and Financial Services
* Extensive knowledge of Project Management, Quality Management, Team Management, Operational Excellence, Business development and Customer Interaction
* Proficient in managing & delivering Systems Administration for various clients
* Adept at maintaining high customer satisfaction level and developing effective customer engagement policies
* Strong ability to initiate new business opportunities
* Extensive experience at organizing a wide range of activities and services to offer effective customer relationship management
* Profound skills in maintaining relevant knowledge of products, pricing, promotions, procedures, and other relate issues
* Flexible team player who thrives in a fast paced environment requiring the ability to effectively prioritize and juggle multiple concurrent projects

**EDUCATION**

* Bachelor of Commerce from S D College

**WORK EXPERIENCE**

**HDFC BANK                                                                                                                                    June, 2011 to Till Date**

**Deputy Manager**
**Key Responsibilities**

* Ensuring compliance of various statutory requirements as per guidelines as well as regulations laid down by Reserve Bank of India
* Preparing R-Return and various reports on all foreign exchange transactions and sending to RBI • Providing high level of customer service and delivering their requirements within the Turn Around Time
* Keeping in custody the whole stock of currency, Travelers Cheques, foreign currency DD’s and Currency Travel Cards as per Till Sheet
* Carrying out Accounts

**UAE EXCHANGE AND FINANCIAL SERVICES                                                               Sep, 2010 to May, 2011**

**Forex Executive**
**Key Responsibilities**

* Handling regular operations like remittance, clearing process, and foreign exchange transfers including wire transfer and online transfer through SWIFT
* Spearheading the Foreign Exchange transaction at the branch and providing appropriate Forex solutions to customers as per their requirements
* Ensuring compliance with various statutory requirements as per guidelines as well as regulations laid down by Reserve Bank of India
* Providing high level of customer service and delivering

**CAPITAL LOCAL AREA BANK                                                                         Jan, 2009 to Aug, 2010**

**Executive**

**Key Responsibilities**

* Daily Banking operations - Handling & Supervising (KYC, Local Clearing, Out Station Clearing)
* Handling front desk operations i.e. Account opening, counter-marketing to exciting customers
* Product marketing of all various product and services (CASA, Life Insurance, General Insurance, Gold Loan , Term deposit )
* Increase Deposit and advances from HNI customers and our exciting persons or NRI parties in our working area.
* Managed successfully the balance between customer service

**Trainings**

* Attended training on General Banking Operations-negotiable instruments, deceased accounts, nomination proceeds, KYC norms
* Attended training detection of fake currency /Foreign Currency notes also learned foreign remittances rule & regulations under AII license.
* Attended Workshop on Customer Satisfaction, relationship & Communication Skills

**SKILL SET**

|  |  |
| --- | --- |
| * Banking operations
 | * Foreign currency
 |
| * Forex services
 | * DD’ sand currency
 |
| * Clearing services
 | * Travel cards as pertill sheet
 |
| * Client services
 | * Deposit and advances
 |
| * Team management
 | * HNI customers
 |
| * stock of currency
 | * Sor NRI parties
 |
| * Travelers cheques
* CRM management & audit
* trade & forex business
* BG, LC & Discounting
* Import Export Payments & Buyers Credit
 | * Foreign currency
* CRM & activation depletion
* Marketing Campaigns
* NRI Services
* Financial Advisory Services
 |

**AVAILABILITY**

* Available to relocate immediately

**LANGUAGE SKILLS**

* Proficient in English

**TECHNICAL SKILLS**

* MS Office, Tally, Win bank , Auto Cad ,Oracale Flexcube & Finware

***References Available On Request***