**CURRICULUM VITAE**



**M SURAJ**

E MAIL **:** [**suraj.369652@2freemail.com**](mailto:suraj.369652@2freemail.com)

**CAREER OBJECTIVE:**



To work in an organization where I should fully utilize my skills and knowledge that would help the organization to deliver the value added results as well as further enhances my learning and develop my career.

**ACADEMIC QUALIFICATION:**



* **MBA** in Finance & Marketing from Caarmel Engineering college, Pathanamthitta, affiliated to MGUniversity, Kottayam. Completed in the year 2014 with 68%.
* **B COM** with Cooperation from Elshaddai College of Advanced Studies, Pathanamthitta, affiliated toUniversity of Kerala. Completed in the year 2011 with 69%.

 **HSE (CLASS XII)** with 69.33 % marks ( March 2008)

**ACADEMIC PROJECTS:**



* An Organizational Study at **Aluminum Industries Ltd** during the period June 2013.
* The Project is on the study of **“Technical Analysis on Automobile Sector” at Geojit BNP Paribas** from July 2014 to August 2014.

**PROFESSIONAL CERTIFICATIONS**



* **Diploma in Indian & Foreign Acccounting(DIFA**) securing B Grade**(IAB Certfied)**



**ACHIEVEMENTS**

* Presented a paper titled **“CURRENT TRENDS IN INTERNET MARKETING”** in the national conference
* Participated in management fest on business quiz and networking game.



**COMPUTER SKILLS:**

* Familiar with Windows Operating System
* Good in using ms-office (ms-word, ms-excel, ms-PowerPoint).
* Tally
* Peachtree
* Quickbooks

**PROFESSIONAL EXPERIENCE :**

**1. AXIS BANK LTD.** **-** **NOV 2015 - JAN 2017**

**BUSINESS DEVELOPMENT OFFICER**

Major responsibilities in **Customer Service & Marketing. Job role includes:**

* Receive and respond to customer service inquiries through phone or in person on account balances, transaction details, statement details, fees & charges
* Handling of customer complaints, process orders and provide information on banking products & services.
* Marketing of loans, insurance, mutual funds, opening of saving accounts & current accounts.
* Issuing cheque books, travel currency card, receiving deposits & issuing funds upon request.
* Identifying customer needs

**2. GEOJIT BNP PARIBAS** **-** **DEC 2014 - OCT 2015**

**CUSTOMER SERVICE EXECUTIVE**

* Interact with the customer in response to inquiries about products and services and to handle and resolve complaints
* Organized office activities, prepared direct mails and correspondence
* Confer with the customer through telephone or in person to provide information about product & service, to take order & cancel accounts.
* Keep records of customer interactions and recording details of inquiries, complaints and actions taken.
* Determine charges for services requested, collected deposits or payments and to arrange for billing.

1. **G-Tec Computer Education Centre - Jan 2012 - June 2012**

**ACCOUNT ASSISTANT**

* + Perform administrative support to accountant, book keeping and file maintenance for the clients.
  + Managed account payable, account receivable and other payroll documents.
  + Prepare and process invoices, journal vouchers and employee statements.
  + Handle petty cash allocation and transactions
  + Ensure that all calculations are verified and that correct entries are being posted to the database



**KEY SKILLS AND COMPETENCIES:**

1. Outstanding persuasion and negotiation skills.
2. Being able to cross sell and up sell different products.
3. Being able to work in a team and to handle work under pressure.
4. Analytical and problem solving skills
5. Communication & Interpersonal skills
6. Familiar with general accounting, bookkeeping & payroll.

**PERSONAL DETAILS:**



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| --- | --- | --- |
| NATIONALITY | : | INDIAN |

DATE OF BIRTH :

LANGUAGES KNOWN :

22/12/1989

ENGLISH, HINDI , MALAYALAM

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| **PASSPORT DETAILS** | **:** |  |
|  | |  |
|  |  |  |
| DATE OF ISSUE | : | 30/11/2016 |
| DATE OF EXPIRY | : | 29/11/2026 |
| PLACE OF ISSUE | : | TRIVANDRUM |
| VISA STATUS | : | VISITING VISA |
| VISA EXPIRY | : | 04/06/2017 |

I here by declare that the above information furnished is true to the best of my knowledge.

M. SURAJ