**VIRENDRA**



 **Bur Dubai, Dubai, UAE**

 **🖂 :** **virendra.381245@2freemail.com**

**Career Objective**

**To work in a challenging environment for achieve the organizational and personal goal by applying skills and knowledge of the respective field.**

**My Working Experience**

**Commerce Graduate with 7 years Experience in**

 **Office Manager cum Document Controller, Banking Department.**

* **Job Start with “Pragati Sahakari Co. Op. Bank Ltd, Vadodara,Gujarat ,India” as a**

**“Operation Manager –Retail” (Banking Department)**

**From 9th May,2011 to 31st May ,2018 ( total 7 years experience in Banking department)**

* **Handling and making decisions regarding daily activities relating to Banking process, Cash Management, Clearing and compliance with operational procedures and regulatory controls is maintained.**
* **Review Daily Accounts Opened, report and also Responsible for Current account & saving account sales.**
* **Monitoring and reconciling all the GL and Payable accounts on daily basis and verifying all the entries.
Ensuring customer satisfaction by providing superior service delivery & achieving service quality norms.Ensuring resource and operational efficiency to meet the Banking growth work on the various MIS**
* **Supervise and Monitor personal Banker and liability coex and also guiding them in achieving there and branch revenue target. Responsible for acquisition through direct sales to walk-in as well as referrals from walk-in customers**
* **To provide product Support to ensure that sales targets by branch and through direct sales teams are met.Managing, Monitoring and resolution of all complaints, investigations, and customer’s requests that originates in branch.**
* **Providing an update to Branch Manager and Handle requests which are in escalation and submission of updates on items in escalation.
Responsible for dealing with Bank’s Internal & External auditors & inspectors thereby complying with statutory norms & Bank’s laid down policies.**
* **Providing training to people those who have joined as Management trainee in the branch.**

**Education Qualifications**

**Completed B.COM from M S University (Vadodara) in 2012.**

**Skills**

**Professional: MS Excel, word, Power Point, Negotiation & conflict Mgt., leadership,**

**Personal: Good listener, Punctuality,**

**PERSONAL DETAILS**

1. **Date of Birth : 7th March, 1987.**

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1. **Married Status : Married**
2. **Languages Known : English, Hindi & Gujarati.**
3. **Nationality : Indian.**