***MUDASSIR***

[Mudassir.384724@2freemail.com](mailto:Mudassir.384724@2freemail.com)

OBJECTIVE

I wish to join an organization where I will be able to leverage my technical and behavioral skills to utmost achieving success both for my organization and myself. I wish my endeavor in corporate world to be a continuous learning process where I am able to refine and hone my skills further to work more effectively and efficiently in today’s competitive world.

SUMMARY

* Ability to understand the critical needs/requirements of customer and contribute towards resolving the issues.
* ability to communicate effectively with customers and other employees
* Energetic, a fast learner and have strong organizational skills.
* Able to handle multiple tasks at one time.
* Multilingual (English, Urdu, Hindi)

EDUCATIONAL QUALIFICATION

* High school C.B.S.E Board Delhi
* Intermediate (COMMERCE) C.B.S.E. Board Delhi
* B.Com from Lucknow University U.P, India.
* Post-Graduation Diploma in Banking Operation (NIIT)
* Perusing MBA 1st year

WORK EXPERIANCE

ICICI BANK LTD AS A CUSTOMER SERVICE OFFICER since 30 SEPTEMBER 2015

**JOB RESPONSBILTY**

* **Handling Branch Operation E.g. Cash , Cheq Clearing And Customer Queries**
* **Cross Sale to New Customer and Existing customer**
* **Opening CASA**
* **Cross Sale CC , Auto Fin , Insurance ,ITD , Investment, Personal Loan**
* **Handling High Profile Customer portfolio for Business & personal Account**
* **Training for New Joiner**
* **Handling Responsibility as Team Leader For Adhar Card Operation**

AWARD

**\*EDUCATION EXAMINATION OF INDIAN CULTURE 2ND RANK IN DISTRICT BALRAMPUR IN 2011**

**\*Star Performer 2015 mutual fund Investment**

**\*Maximum Number of CC sales in Balrampur and GondaRegion 2016**

TECHNICAL PROFILE

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| --- | --- |
| **Course** | **Institute** |
| **1.Diploma in Computer Application**  **2.Association 0f Mutual Fund of India(AMFI)**  **3.IRDA**  **4.UIDAI** | **ICFl Computer Institute Lucknow**  **Certified**  **Certified**  **Certified (Supervisor)** |
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PERSONAL INFORMATION

* D.O.B 10th April 1994.
* Place of Birth: U.P.India.
* Indian National ,Male ,Single
* Languages fluently known: English, Urdu and Hindi