To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. A highly organized and hard-working individual looking for a responsible position. An enthusiastic individual seeking a mid-level position in any firm where I can use my negotiation and communication skills to achieve the targets.

**Binith**

binith-392918@2freemail.com

**Objective**

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| **Course** | **University/ Board** | **Year** |
| B.Com | Mahatma Gandhi University, Meghalaya | 2016 |
| Higher Secondary | Mumbai University | 2012 |
| Secondary | Mumbai University | 2010 |

**Work Experience**

# Axis Securities LTD & Quess Corp LTD –For Axis Bank.

I was working as an Executive for Fraud & Dispute Team in Credit Card Operation Post Insurance since 20th April 2017 till 01st July 2019 and the following are my primary Roles and Responsibilities in this position.

**Responsibilities**

* Handling Debit Card & Credit Card Insurance.
* Finding / Searching Customer Details from Finacle / DCMS for debit card.
* Taking care of Insurance Queries.
* Preparing and Maintaining MIS details.
* Handling customer dispute and fraud queary.
* Mapping of Customer’s Details in System such as CTL for credit card.
* Raising dispute and fraud cases of customer in CCRS system and UIB lodgment.
* Team management.
* Handling Statement and Product Related processes.
* Core MIS pertaining Activities.
* Charges and Cashback processing.
* Complementary cards processing and post issuance activities.

**PROFESSIONAL SKILLS**

* Good correspondence & Follow Up Skills ★★★★
* Ability to Work Under Pressure ★★★★★
* Ability to achieve target oriented tasks on time ★★★★★
* Strong interpersonal and Willingness to learn ★★★
* Teamwork ★★★★

**IT Skills**

* Proficient In: MS Office, Internet Savvy.
* Software: Finacle, CCRS, UIB lodgment, Debit card regional system, Credit term Ltd, Mis report, Finacle CRM.

**LANGUAGES KNOWN**

1. English ★★★★★

Excellent- Reading, writing & speaking

1. Hindi ★★★★

Basic - Reading, writing & speaking

1. Marathi ★★★

Basic - Reading, writing & speaking

1. Malayalam ★★★

Basic - Mother Tongue

**Personal Details**

Date of Birth : 27th June 1994

Gender : Male

Martial Status : Single

Nationality : Indian

Visa Status : Visiting Visa