

CONTACT

Gurpreet Singh

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

11/08/2023 -
13/03/2024

- **Senior Executive in Operations in Band 5 (5B Level)**
Startek
 - Work closely with Flipkart as a Senior Executive in operations for domestic outbound process in the
 - L2 Segment.
 - Process - SRT (Service Request Team)
 - Handle many outbound calls to the customers.
 - Identify Customer needs, resolve issues and provide solutions.
 - Meet personal targets and work towards meeting team targets.
 - Maintain records of the conversation with the customers and analyze the data.
 - Write and Submit timely reports on performance, targets and customer queries.

02/11/2022 -
15/03/2023

- **Relationship Manager (Retail Branch Banking)**
ICICI Bank Ltd
 - To engage with high-value customers of ICICI Bank and offer 360 degree-banking solutions.
 - To open Saving/Current Account, FDR, fetch CASA from existing customers and offer banking products such as Gold loan, Two Wheeler Loan, Personal loan, Credit Card etc.
 - To achieve certain set of targets
 - To understand the fundamental drivers of the market, business, customers, and competitors.

03/09/2020 -
26/08/2022

- **Management Trainee**
Egiyok Pvt Ltd
 - Conducting desktop research, or gathering information through surveys or by speaking to clients and staff.
 - Observing and carrying out sales processes.
 - Identifying potential weaknesses and offering improvement and Suggestions.

EDUCATION

2022

- **Guru Nanak Dev University Amritsar**
MBA in Finance
6.76 CGPA

2020

- **Guru Nanak Dev University Amritsar**
Bcom
60%

2017

- **Shri Ram Ashram Sen Sec School**
Intermediate
70%

2014

- **Sri Guru Harkrishan Public School**

High School
62.6%

ADDITIONAL COURSE

- Computer Certification Course under ISO 9001-2015 CERTIFICATION

SKILLS

- Microsoft Office (Excel, Power Point, Word)
- Good Communication, Interpersonal, Presentation Skills

LANGUAGES

- English
- Hindi
- Punjabi

PERSONAL DETAILS

- Date of Birth : 24/09/1997
- Marital Status : Single
- Nationality : Indian
- Gender : Male

ABILITIES

- - Ability to Stay focused towards set objective.
 - Working with positive bend of mind.
 - Enjoy taking challenges.
 - Enthusiastic And Cheerful by Nature

HOBBIES

- - Internet Surfing , Listen To Music , Traveling

BEHAVIORAL COMPETENCIES

- - Possess good communication & interpersonal skills.
 - Have good grasping power to learn new things easily and effectively.
 - Socially adjustable and a good team player.
 - Well organized and possess good group dynamics.
 - Open to meet challenges

DECLARATION

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