

MANISH MEHTA

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Preferred location: NCR (Delhi, Noida, Gurgaon)

CARRER OBJECTIVE

To serve an organization where in by putting my best effort i can achieve satisfaction in term of knowledge and monetary gain

PROFILE SNAPSHOT

- Back-office banking operations comprising phone banking for priority customers, audit support, cross-selling banking products, handling queries, booking of deposits and customer complaints
- A reasonable level of numeracy with a high standard of personal integrity and decisiveness, in addition to problem-solving and influencing skills.

WORK EXPERIENCE

1. Atlas Documentary Facilitators Company Private Limited (April 5, 2010 till date)

Phone Banking officer reporting to Deputy manager – Joined Atlas Documentary Facilitators Company Private Limited ('ADFC') an affiliate of HDFC Bank Limited solely responsible for supporting back office function of HDFC Bank comprising phone banking matters. Responsibility areas include:

- Priority customer banking.
- Support in audit process of bank.
- Cross-selling banking products.
- Work as a back up for the team with the Deputy manager.
- Handling banking queries of the customers and resolving customer complaints.
- Booking of Fixed Deposits ('FDs') and Recurring Deposits ('RDs') as per customer requests and associated bank processes, policies and controls.
- Booked different types of credit card products like cash on call, credit card, limit enhancement of credit card limit.etc.
- Communicating accounts status with the customer as per requests received from them.

QUALIFICATIONS

- Done MBA from SIKKIM MANIPAL UNIVERSITY WITH FINANCE IN 2013 (SCORED + 60%)
- B.Com. Graduate from DELHI UNIVERSITY in 2009
- Class 12th from G.B.S.S.S (DELHI CBSE BOARD) in 2006
- Class 10th from G.B.S.S.S (DELHI CBSE BOARD) in 2004

AWARDS AND EXTRA CURRICULUM

- Awarded for the outstanding performance in customer service for the quarter APRIL to JUNE 2011.
- Awarded for the Good Performance in OCT 2011.
- Best personal banker for the FINANCIAL YEAR 2011-2012.
- Awarded for the quality star champion in JUNE 2013.
- Awarded for the quality star champion as well as quality topper in JAN 2014 (PAN INDIA) (SCORED 98%).
- Awarded for the quality star champion in APRIL 2014.
- Awarded for the quality star champion in JUNE 2014.
- Awarded for the quality star champion in JULY 2014.

OTHER INFORMATION

Date of birth: December 4, 1987.
Father's name: Mr.Raj Kumar Mehta.
Nationality: Indian.
Marital status: Single.
Languages known: English and Hindi.
Hobbies: Listening to music.
Computer proficiency: Basic computer course of computer application,excel work,
Done tally (5.4,6.3,7.2)

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