**Dhirendra Routray**

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C-56,5 th Radial road.

ITI colony,Doorvani Nagar

Bangalore

Pin-560016.

**Career Objective:**

Seeking assignment in Relationship management, Branch banking operations, Customer service, Business development, Branch administrations in a reputed bank in BFSI sector.

**Professional Experience:**

ICICI Bank Limited.

Customer Service Manager (Branch banking)

November 2008 to September 2013.

**Key Responsibility Areas:**

**Relationship Management:**

* Acquisition of new customers as well as ensuring best customer service to the existing customers.
* Enhancement of the relationship by cross-selling products and services as per the

Profile & need of the customers.

* Regular customer contact and visit establish the need of the customer and opportunity to cross-sell.
* Retention of the customers by providing the best possible services and being the

Dedicated point of contact for these customers.

* Ensuring leads and business generation from the managed client and walk-in customers for the branch on a daily basis by providing different banking products.
* Cross selling of third party products like Life insurance, general insurance, gold, Mf, Sip etc to the esteem client of the bank.
* Generation and entry of leads like –SA, CA, LI, GOLD, MF, SIP etc. in SFA.

**General Operations-**

* Responsible for opening, tallying and closing of teller operations on a daily basis.
* Verify and tallying of cash balancing register, gold coin register, foreign currency register, deliverable register, I- kit register etc.
* Supervising the entire process of Cash indent.
* Managing Electronic Lobby branch
* Verifying all the vouchers as being the lead verifier of the branch.
* Issuance of bank instrument like DD, PO, MOD etc.
* RTGS, fund transfer and account modification etc.

**Customer Service-**

* Coordinating with Branch Head to achieve Optimum Customer Service.
* Increasing the FOCUS (Feedback On Customer Service) Score of the branch
* Ensure excellent customer service by the branch employee.
* Single handedly checking of FCRM & ICRM customer relationship management.
* Handling critical customer issues.

**Administration and vendor management:**

* Acting as an admin representative for thebranch.
* Coordinating with specified vendors for any kind of services like-branch infrastructure, security system, branch stationeries, PCs and laptops etc.
* Collecting vendor bills, getting approved from authority, processing bills and making payments to the vendors for rent, maintenance, electricity, telephone ,Isdn, stationary, water, courier etc.

**Achievements:**

* Qualified for service excellence award for year the 2009 -10 and 2010-11.
* Received a number of appreciation mails from clients for serving them carefully.
* Won a number of contests in ICICI Bank.

**Previous Organization:** HDFC BANK LTD (Home loan)

**Designation:** Sales Executive

**Date of Joining:** Jan2007 to Dec 2007.

**Job Location:** Bhubaneswar

**Job Responsibilities:**

* Identifying prospective clients and generating business from the existing clients.
* Resolving customer queries and providing maximum customer satisfaction.
* Cross selling HL, LAP and unit linked insurance products.

**Educational Qualification:**

* I have completed PGDBO from Institute of Finance, Banking and Insurance at Hyderabad 2008.
* I have completed MBA at Institute of business and computer studies (IBCS), Bhubaneswar under BPUT, Odisha (2004-2006).
* Bachelor degree in Economics from F.M University, Odisha in 2003

**IT’S Skills:**

OS: Windows 98/2000/XP/2007

Language: C, C++, data structure

Applications- Office.

**Personal Information:**

Father’s Name: Satchidananda Routray.

Sex: Male

Date of Birth: 15th April 1983

Marital Status: Single

Nationality: Indian

Religion: Hindu

Language Known: English, Oriya, Hindi, and Bengali.

I hereby declare that all the above furnished information is true to the best of my Knowledge.

Date:

Place: Bangalore Dhirendra Routray