***BISWAJIT BASAK***

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***CAREER OBJECTIVE- To Work In An Organisation Providing a Challenging Work***

***Environment and be able to Rise a Position Of Responsibility &Contributing to the***

***Organisation’s Growth.***

***PROFILE SYNOPSIS***

• Well versed in monitoring branch operations for its smooth running. Adhering to the highest level of service quality and delivery standards.

• Highly skilled in enhancing the business relationships with the preferred customers by offering good financial products and services. Identifying improvement areas & implementing measures to maximise customer satisfaction levels.

• Proficient in conducting detailed market survey/ research and feasibility study to analyse the latest market trends and track the competitor’s activities thereby providing valuable inputs to streamline the marketing strategies.

• Demonstrated ability in planning and conceptualising various strategies to achieve business goals for sales and aiming towards the growth in business volumes as well as profitability.

• Possess an inquisitive mind, creative thinking, excellent organisational skills, flexible & detail oriented attitude combined with strong analytical & information analysis skills and proven ability to interact with diverse range of people in a professional manner.

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***Organisational Experience***

**BANK OF SCOTLAND, Banking Advisor/Personal Banker, Jul 2012 – Jan 2014**

***Roles & Responsibilities***

***•*** Maintained service excellence culture within the bank. Identified opportunities to improve productivity, efficiency and ensured Bank’s policies, procedures and compliance requirements were complied with service quality norms.

• Observed, analysed & suggested correct solutions to customers which were beneficial both for the customer and the bank.

• Exceeded revenue objectives while continuously created opportunities for revenue generation in a professional manner and achieved assigned targets by maintaining quality business relationship.

• Responsible for opening accounts, issuing credit cards for personal customers, sanctioning personal Loan, overdrafts on personal accounts and home insurance cover for both building and contents.

• Proactively managed risk; considered risk and control issues and developed framework for compliance and risk analysis with emphasis on ensuring fraud prevention and consequent corrective action.

***Achievements***

Recognised as a strong performer for the year 2013 at Bank of Scotland.

Received Silver Badge & Bronze Badge for Excellent Customer Service at Bank of Scotland.

**TESCO PLC STORE, Sales Supervisor/ Team leader, 2010 – 2012**

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***Core Competencies***

***• Performing Quality control to ensure that the product conforms to the requisite norms.***

***• Auditing to reduce risk to the business of untoward events.***

***• Sample analysis to ensure that the product meets the necessary quality specifications***

***• Good Knowledge of Financial Products***

***• Design reporting formats to provide accurate information in a clear and concise***

***manner.***

***• Excellent Communication Skill.***

***• Smart, Dynamic & Challenging To Play A Positive Role In a Challenging Environment.***

***• Sincere & Hardworking.***

***• Comprehensive problem solving abilities.***

***• Good Leadership Skills.***

***• Can solve intricate technical problems through detailed analysis.***

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***Academia***

***2010 – 2012 ROBERT GORDON UNIVERSITY – ABERDEEN BUSINESS SCHOOL, UK***

***MSc International Marketing Management***

***2006 – 2009 ST. XAVIER'S COLLEGE, KOLKATA, INDIA***

***Bachelor of Commerce (Marketing Specialisation)***

***1991 – 2006 DON BOSCO SCHOOL, LILUAH, INDIA***

***ISC in Commerce which includes Business Studies, Media Studies,***

***Economics, English, Bengali and Mathematics***

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***Technical Skills***

***• Proficiency in MS Word, Excel, PowerPoint, Publisher and in operating systems i.e. Mac, and Windows Vista, 7, 8 and familiarity with Marketing Electronic Journals.***

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***Extracurricular Activities***

***A fitness Enthusiast.***

***Took part and placed in many national and state level, dance competitions.***

***Helping kids at Bongaon, West Bengal, India with free cloths and education for a week as part of project of the Friends Club of Don Bosco School, Liluah***.

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***Hobbies***

***• Dancing***

***• Bodybuilding***

***• Cycling***

***• Jogging***

***• Family Activities***

***• Dining Out***

***• Culture***

***• Art***

***• Cooking***

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***Personal Dossier***

***Father’s Name Ranjit Kumar Basak***

***Date of Birth 3rd February, 1988***

***Linguistic Proficiency English, Hindi & Bengali***

***Nationality Indian***