## **Vikas Mishra**

## Email: [vikasmishra1987@gmail.com](mailto:vikasmishra1987@gmail.com) Contact: +91-9971490077

**OBJECTIVE**

**STRENGTHS**

Take up challenging work & responsibilities which gives me an opportunity to enhance my skills, and help me utilize them to the fullest.

**EXPERIENCE**

**STRENGTHS**

**Total experience** - **6 years +**

1. Working as a ***Service Manager*** in BE (Advertising Service Provider): ***August 2011 Till December 2014.***
2. ***Senior Executive (Operation)*** *in CITIBANK N.A,* ***: September’08 – March’11***
3. Trainee *in CITIBANK N.A,* *Corporate Branch, New Delhi****: June’07 – June’08***

* Working as a ***Service Manager*** in BE (Advertising Service Provider): ***August 2011 Till December 2014.***

**Job Responsibilities:**

1. Managing day-to-day relationships with media agencies and brands
2. Reviewing and evaluating client campaign performance metrics
3. Preparing client reports and presentations with insights derived from campaign results
4. Assisting in implementation and technical troubleshooting of new and existing campaigns
5. Communicating customer needs and business opportunities to account and product development teams
6. Collaborating with sales team to identify and capitalize on new business opportunities with existing clients
7. Reviewing & Evaluating Monthly Sales MIS Report.
   * Worked as a ***Senior Executive (Operation)*** in ***CITIBANK N.A***from September 2008 till March 2011.

**Job Responsibilities:**

1. Responsible for entire Back End processing of Customer Transaction.
2. Responsible for Cash and Customer transactions, Cash Receipts, Deposits & Payments(LCY &FCY), Cash balancing, Vault custodian, Filing of End of day (EOD) Reports, Handling Non-Cash transactions like DD/MC/TC, Fund transfer, Stop Payment, Processing of Day-to-Day Customer request on Documentum & Central Image.
3. Complete Cash Management of loading & offloading of LCY & FCY.
4. Responsible for high quality service, customer relationship management, Queue Management, High attention to detail, accuracy as well as customer service orientation.
5. Attending Walk-in Customers and resolution of Customer Complaints within TAT, Lobby Management.
6. Ensure quality customer service.
7. Maintenance of MIS and reporting.
8. Co-ordination with processing Vendors, Branch administration.
9. Generate business, cross sell products to New & Existing Customers.
10. Monitoring of dummy accounts, suspense accounts, deferred accounts, accounts payable/ receivable.
11. Reconciliation and maintenance of suspense accounts register as per the required format.
12. Pins custodian, ATM/Debit card hot listing.
13. Branch Operations and Audit Compliance.
14. Responsible for Cross Sell & enhancing relationship with existing customers by selling of Investment products like Mutual Fund, Insurance & Current account & Saving account through generation of referrals from internal database.
    * Worked with **CITIBANK N.A *- Corporate Branch, New Delhi****,* as a **Trainee** in Branch Banking Department for the period 06.06.2007-06.06.2008

**JOB RESPONSIBILITIES**

1. To be the first point contact with the customer in the branch, Provide customer service and product information, Distributing Product information. Deliverables Custodian, Balance Enquiries for walk-in customers, Brief transaction query, Balance Confirmation Certificates.
2. Obtain referrals from walk-in customers for current/saving account and Demat, Cross sell of direct banking channels to walk-in customers to deepen relationships.
3. Account Opening – Current account & Saving account/FD, Collection of Foreign Currency Cheques, Report Generation & filing.
4. Customer acquisition through sales to walk in customers, referrals from walk-ins for Current account & Saving account and Demat accounts.
5. Generation of referrals from internal database.
6. Enhance the value of existing accounts of Current account & saving account customers and retention of account.

*Reference available on request.*

**ACADEMIA**

1. Pursuing 2nd Year of M.A (Economics) from **Indira Gandhi National Open University**
2. Completed **PGPM in Marketing & Finance** from **Institute of Management Technology (IMT-CDL)** Ghaziabad in 2014.
3. Completed **a Certificate in Capital & Financial Market (CPCFM)** from **IIFT (Indian Institute Of Foreign Trade) New Delhi.**
4. Completed **GNIIT** with specialization in **Management Information System (MIS)** from National Institute of Information Technology **(NIIT)**, South Extension Centre, New Delhi.
5. **Graduation** in Economics, IRPM and Computer Applications from **Delhi University** in **2007.**

**PERSONAL SKILLS**

1. Able to get along well with co-workers and accept supervision.

2. Proven success in initiating, promoting and maintaining strong interpersonal relations and able to deal courteously, professionally, and tactfully in various circumstances.

**Interests:**

Music, sports (Cricket).

**Language Proficiency**: English, Hindi.

**PERSONAL DOSSIER**

**Father’s Name** : Mr. Jitender Kumar Mishra

**Date of Birth** : 15-05-1987

**Marital Status** : Single

**Gender** : Male

**Address**  : Type 4/35, Northwest Moti Bagh, New Delhi -110021

**Passport No.** : G 2154848

**Home Ph.** : 011-24103351

**Nationality** : Indian

**DECLARATION**

I hereby declare that the above mentioned particulars are true to the best of my knowledge.

**Date:** 25th February 2015

**Place:** New Delhi Vikas Mishra

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