NARESH N L

Subharam Hostel

C/o Balappa Reddy, No 3719th Main,

Virat Nagar,Near ICICI Bank ATM,

Bangalore -560068

Phone : +91 9739064455/9480679835

Email : [naresh.3999@gmail.com](mailto:naresh.3999@gmail.com)

**OBJECTIVE**

In quest of a challenging position in the organization that offers me generous opportunities to explore and outshine while accomplishing personal, professional as well as organizational goals.

**SYNOPSIS**

Young, energetic and result oriented offering 2 years 5 Months of qualitative experience in Retail Branch Banking, currently associated with HDFC BANK Ltd, Bangalore as Sr. Executive.

**WORK EXPERIENCE**

HDFC BANK Ltd

Sr. Executive.

Dec- 2011 To Till date

**ROLES AND RESPONSIBILITIES**

**Operations Management**

* Involved in handling customer queries and grievances.
* Ensuring certification of documentation required for opening and maintaining customer accounts.
* Updating the lead Tracker System for the asset leads generated.
* All types of account opening forms processing. (Savings & Current A/c’s, Term Deposit Forms)
* Maintaining quality norms on Depletion for account opening forms process.
* KYC Oprations.
* Verifying the authenticity of the documents and identity of the customer.

**Customer Services**

* Ensuring quality customer service is delivered by being first line customer support by answering queries and resolving their issues.
* Instrumental in assessing customer feedback, evaluating areas of improvements to ensure high quality customer service.
* Promoting all direct banking channels and ensuring that the customer is utilizing the same.
* Helping to the customer to complete documentation and applications formalities.
* Explaining to the customers the various benefits of the products being distributed. For e.g. SB a/c, CA a/c, Term Deposits, Assets and Third party Products.

**TRAININGS**

* Basic Banking.
* KYC & AML Training.

**COMPUTER KNOWLEDGE**

* MS – Office.
* Internet Browsing.

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Year** | **University / Board** | **Percentage** |
| **SSLC** | **2005** | **Karnataka Education Examination Board** | **66.04%** |
| **PUC** | **2008** | **Karnataka PU Board** | **69.33%** |
| **BBM** | **2011** | **S K University, Ananthapur** | **59.05%** |

**PERSONAL PROFILE**

Name : Naresh N L

Father’s Name : Lakshmi Narayana Reddy N

Date of Birth : 20th Mar 1990

Languages Known : English, Kannada & Telugu.

Permanent Address : Nagaragere (V&P),

Gowribidanur (Tq),

Chikkaballapur (Dt) – 561228

**(Naresh N L)**