**RESUME**

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| **navtej thakur**  **E-mail:**  **navthakur30@gmail.com**  **Contact No: 8054001004**    **Permanent Address:**  Vill bootan ,P.O model town  Jalandhar, punjab  **PIN-144003** **Personal Information:** Name : Navtej Thakur  Father Name : Ravinder thakur  Mother Name : Bindu Thakur  Date of Birth : 30Jan1988  Gender : Male  Nationality : Indian  Marital Status : single  Languages  Known : English hindi  punjabi   **Hobbies**    Net surfing   Interacting with People. | **Objective:**   To be associated with progressive organization where I can furnish my carrier and achieve the pinnacle of success with my hard work, determination, dedication & with able guidance.  **Career vision:**  To make a career and learn the games of Business World by achieving and completing the responsibilities assigned to me.  **Academic Qualification:**   * M.com (regular) in specialization of business studies. * Bachelor of commerce (regular) from Apeejay college with   Intermediate: D.M.S affiliated to **C.B.S.E**  ****Matriculation: D.M.S **affiliated to C.B.S.E** |

**Computer Skills:**

 Basic knowledge of computer as **MS OFFICE (WORD, POWERPOINT, EXCEL)**

Having good knowledge of Internet.

**EXPERIENCE:**

Worked as freelance invigilator in British council . ( 2010 -2012)

≥ worked with **Capital local area bank** (2012-2014)

**Strengths:**

* Achieve sales targets and providing Customer service
* Enhance the value of existing accounts of Current account & saving account customers. Responsible of retention of accounts
* Relationship Management for a Portfolio of customers
* To focus on profile based cross sell of value added products such as Trade Forex, Insurance
* Customer service to ensure walk in customers issues
* Managing Operations like A/c opening, Fixed Deposit, Lockers, and Forex etc
* Review all critical reports, monitor cash levels, fraud control, filing etc
* To Identify, build, acquire and deepen relationships to gain incremental wallet share of the high value segment through a superior customer experience.
* To ensure high value enhancement through acquisition & deepening in the mapped portfolio.
* To recognize and understand a client's global banking needs in order to provide holistic financial solutions.
* To Master referral opportunities to grow portfolio. Proactively source, acquire and expand high value customer relationship by maximizing sale and service opportunities.
* To monitor customer profile, understand customer’s business needs & provide appropriate product / pricing solution.
* To Anticipate the complex financial needs of the client and offer solutions through a wide range of products, services and tools.
* To ensure proactive migration of portfolio customers to direct banking channels esp. Net Banking.
* To maintain continuous customer engagement with all customers sourced by self & team through customer visits & proactively resolve customer issues/queries
* Balance Enquiries for walk-in customers
* Brief transaction query
* Balance Confirmation Certificates

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

**Date:0 9.04.2015 NAVTEJ THAKUR**