# Curriculum Vitae

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CAREER OBJECTIVE

To Be The Part Of Well Reputed organization where My Best Abilities Can Be Explored To Achieve The Organizations Goal Along With The Height Of My Carrier.

Achievement overview

**Employer: M/s. HONKONG AND SHANGHAI BANKING CORPORTATION**

Period from Jan. 2008 – April 2015

**Designation: Service Advisor** (SA)

**Job Responsibilities**

* Inbound Contact Center.
* Working as SA in Personal Banking division (PLB).
* Taking the complaint and providing service to customer.
* Cross selling the Customer regarding the Upgrading of Account.
* Selling the Tata-Aig insurance policy.
* Handling Internet Banking related issue.
* Taking request for all the Personal Banking products.

**MOVED TO NRI DEPARTMENT**

**FROM 5TH OCT 2011**

* Inbound Contact Center.
* All NRI Personal Banking Queries.
* NRI Account Opening Procedure (OUTBOUND)
* Out calling Customer OF UK ,USA,UAE and other country, Who requested

For Opening NRI ACCOUNT HSBC INDIA Via Website, Inbound helpline.

**SELECTED IN GLOBAL TRADE AND FINANCE DEPARTMENT**

* Import Warehouse department.
* Scrutinizing the Hsbc customer(Importer) docs (Invoice, Bill of lading and Bill of entry).
* Uploading those Details in IBPS systems.
* Booking those bill in our system and share the Clean MIS with the reference no.
* Remitting fund as per the customer’s acceptance.
* Warehousing the documents once payments done sending back the docs to branch.
* Coordinating with branch for the physicals docs received as well as for scan docs.

**Employer: M/s. Deutsche Bank** Period from June. 2006 - Dec.2006

## Designation: CPA Executive

**Job Responsibilities**

* SATYAM, CIBIL, DEDUPE Check·
* QC of CC Application·
* Negative database check·
* To process 120+ application on daily basis

**Employer: M/s. ICICI Bank** Period from Dec. 2006 - Jan .2008

**Designation: Phone Banking Officer** (PBO)

## Job Responsibilities

* HRC Calling·
* Audit call for overseas transactions.·
* Maintenance of MIS, Report

Academic Qualifications:

Field of Study Commerce

**Course Board/University Year of Passing Remark**

B.com Mumbai 2006 47.00 %

H.S.C Mumbai 2003 49.00 %

S.S.C Mumbai 2001 44.66 %

Professional Qualifications

Computer Course: 1) Passed MSCIT with 76% Marks.

2) Typing Speed of 32% wpm

Personal Details

Date of Birth : 11th February 1985.

Nationality : Indian.

Gender : Male.

Marital Status : Married.

Languages Known : English, Hindi, Marathi, and Nepali.

Hobbies : Listening Music, Playing Cricket.

Date: Signature.

(Suraj B. Thapa)