**CURRICULAM VIATE**

# PRADIPTA KUMAR BAYEE



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At: Deulasahi, Po: Olaver. Ps: Rajkanika.

Dist: Kendrapara.

State: Odisha, India, 754227 Passport No: **N9024032**

**Post Applied For: Front Office/Back Office Operation.**

# CAREER OBJECTIVE:

To secure a position where I can effectively contribute my skills as possessing competent Technical and Organizational Skills.

# WORKING EXPERIENCE:

* **Current Employee : Hitachi Payment Service**

**Position : Cash Executive (Back office operation) Duration : From 14th Sep 2015 to……**

**Roles and Responsibilities:**

* + Cash Loading, Cash low, Cash out and Trouble shoots the customer complaint and provides optimal solutions through **ATM CRM** Offering resolution and close looping of complains registered by the M/S Vendors , Franchises.
  + Cross functional interaction to address complains, crises management and address the desired service level committed to the ATM Channel Manager from respective Banks.
  + Activation of new account(ATM) and address verification through **Vendors**.
  + Renew or Terminate Of account through Retention Process.
  + Preparing Reports of close SR, Move to ATM takeover and handover from Respective Bank and M/S Vendors.

# Previous Employee : Firstsource Solutions Limited

**Position : Customer Support Executive (for AXIS Bank Credit Card) Duration :** From 5th Nov 2013 to 24th Aug 2015.

# Roles and Responsibilities:

* + Trouble shoots the customer complaint and provides optimal solutions through **CRM** (Customer Relation Management).
  + Offering resolution and close looping of complains registered by the call centre Executives, Franchises.
  + Cross functional interaction to address complains, crises management and address the desired service level committed to the subscriber.
  + Activation of new account and address verification through **POS**.
  + Renew or Terminate Of account through Retention Process.
  + Preparing Reports of close SR, Move to Deactivate and Pending Tech Complains.
  + Offering resolution and close looping of complains registered by the call centre Excutives. Franchises Preparing Reports of close SR, Move to Deactivate and Pending Tech Complains.

# ACADEMIC QUALIFICATION:

* **Completed HSC from** Board of Secondary Education, Orissa in 2006.

# Intermediate from CHSE (Council of Higher Secondary Education) Orissa in 2008.

* Graduation in History from **Utkal University** in 2011.

# Cisco Certified Network Administrator (CCNA) From

The sansbound networking school in 2014 :

# ABILITY & QUALITY :

* Quick learning and assuring new job responsibility
* Accurate and reliable work least supervision.
* Adaptability in a contact, initiative and devotion to work
* Analytical mind and positive attitude.

# HOBBIES:

* Listening Music, Playing Carom and Browsing Internet.

# PERSONAL PROFILE

Father’s name : Prafull Kumar Bayee Date of birth : 6th June 1989

Gender : Male

Marital Status : Unmarried Languages known : English, Hindi, Oriya

Permanent Address : At-Deulasahi, Po-Olaver

Dist- Kendrapara, Odisha Pin-754227

# DECLARATION

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

# Date :

**Place : PRADIPTA KUMAR BAYEE**