

# **SOMNATH DUTTA BANIK**

E-Mail Id: [visit.somnath87@gmail.com](mailto:visit.somnath87@gmail.com)

Cell: +91 9836001703(Mob)

**Assignments in Administration, Operational Management, Facilities Management  
with Organizations of Repute.**

Address: C/O SAMIR KUMAR DUTTA BANIK, 100 MADHUMALA APARTMENT  
BASAKPARA, NANDANNAGAR, NORTH 24 PGS  
KOLKATA -700 083, WEST BENGAL

## **Profile:**

An intelligent, well-presented and adopted graduate of B.Tech, with solid qualification and a comprehensive skill-set. Capable of working without supervision and willing to assume additional responsibilities. A committed team player, with leadership ability, who uses high standard of communication ability to establish positive interpersonal relationships. Quick and willing to assimilate and apply new work procedures. Familiar IT application and computer language.

## **Educational Qualification**

<b>Description</b>	<b>Institution/Board</b>	<b>Year of Passing</b>	<b>Class/Division</b>
Bachelor in Technology	West Bengal University Of Animal and Fishery Sciences	2010	65.68%
H.S(10+2) (WBCHSE)	W.B.C.H.S.E	2005	Second Division with 58.6%
Madhyamik/Secondary (WBBSE)	W.B.B.S.E	2003	First Division with 68.0%

**Skill Set:** Payment Banking. Gap Analysis. Production Deployment. Requirements Gathering. Functional Specifications. User Acceptance Testing. Change Management. Business Analysis. SQL.Mums,Unix etc.

## **Professional Career:**

**Worked as a Branch Manager at 'Bangiya Gramin Vikash Bank' from 15<sup>th</sup> June 2013 to 11<sup>th</sup> September 2013.**

**Working details:**

1. Maintained optimal customer relationships with bank values and work.
2. Managed processing of all paper transactions and prepared balancing procedures.
3. Tracked all approved client loans and line of credit request.
4. Establishment production goals and motivated staff to reach and exceed such goals.
5. Periodically reviewed lender portfolios to identify possible risks.
6. Met with customers requesting loans or lines of credit to start determination process.
7. Deals with home loan, LAP, education loan, vehicle loan, SME loan, MSME loan, personal loan, Gold loan etc.

**Worked as Assistant Manager at ‘Bank of India’ from 13<sup>th</sup> September 2013 to 30<sup>th</sup> September 2018.**

**Working details:**

1. Generated new business through presentation of bank products to customers and / follow-up.
2. Managed everyday activities and ensured optimal levels of customer satisfaction.
3. Managed all deposits (CASA), withdrawals and payment to customers.
4. Maintained good relationships with clients and administered customer requirement.
5. Performed sales of all bank products and assisted in opening new accounts and loans.
6. Determined goals for all cross selling products and maintained good relationships.
7. Ensured compliance to all bank regulations and guidelines.
8. Deals with home loan, LAP, education loan, vehicle loan, SME loan, MSME loan, personal loan, Gold loan etc.
9. Determined loan approvals and prepared required documentation upon approval.
10. Checking all the payment channels in CBS.

**Worked as a Banking Facilitator & Administration Head at ‘AIMS Pvt. Ltd’ from 22<sup>th</sup> October 2018 to 9<sup>th</sup> August 2019.**

**Working Details:**

1. Taking care all the finance sector of the company including inspection, documentation and processing etc.
2. Providing proper placement in different Private Banks after giving proper training & knowledge.
3. Managing and distribution of information within the office and all the branch office.
4. Handle office staff with proper management quality & standard.

**Worked as a Banking Facilitator & Administration Head at “ Bandhan Konnagar” from 13<sup>th</sup> August 2019 to 10<sup>th</sup> April 2020.**

**Working Details:**

1. Provide proper training & knowledge about all the banking process to the banking staff and others to work properly in different branches.
2. Provide training about different banking products (Debit card, Credit card, loans, deposits, foreign accounts, third party products, net banking etc) & trained them how to give proper solution to the customers problems.
3. Managing and distribution of information within the office and all the branch office.
4. Handle office staff with proper management quality & standard.

**Working as a Business Analyst and System Analyst Team Lead at “FIS Global Payment Solutions and services India Pvt. Ltd.” from 15<sup>th</sup> April 2020.**

**Working Details:**

1. Ensure quality client servicing and effectively handling client escalations. Interact with clients to resolve issues and answer software related questions.
2. Active participation in incident management calls, responsible for SLA management. Acting as Liaison between Development team and support team.
3. Providing 24/7 support for Web-and client based applications file and data feeds and batch processes to prevent impact to business.
4. Involve in all testing procedures and wrote test cases and scenarios for Development team.
5. Working with Software Development team on reported error and bugs on newly released software and assisted in deployment of release fixes.

6. Checking different API call coming from different insurance platform (Balic, HDFC Ergo) & provide solution for connecting the same to CBS.
7. Checking different API request & response logs & provide resolution accordingly.
8. Take care of all treasury & SWIFT module and modify them as per the client Requirement & RBI regulation.
9. Handling all the digital platform channel link Mobile banking, RIB, CIB, UPI and switch payment module.
10. Analyze and mapped data and wrote SQL scripts to extract data from SQL databases.
11. Handling the entire cards configuration for the different product type.  
Take care of all the channel that connect between CBS and switch end.
12. Take care all loan module (Retail & Corporate lending) and modify them as per the client requirement.
13. Configuring all the card and payment setup for different product type as per client requirement through different testing process in UAT & production.
14. Setting up and managing payment channels like RTGS & NEFT, IMPS and newer channels like Aadhar based payment.
15. Managing ECS/ACH transactions and Mandate Management and  
Co-ordinating with NPCI in getting certification and implementing the same over Clients.
16. Handling all change request related to Banking Payment, including customization and regulatory changes as per RBI.
17. Offering friendly and efficient service to client, handled challenging situations.  
Exceeded goals through effective task prioritization and great work ethic.  
Actively listened to customer's requests, confirming full understanding before addressing concerns.

Having experience in the following:

- FSD & BRD creation & analysis, Systems Analysis, Acceptance Testing, BFSI, JIRA, SQL, UNIX .
- Project Management · Product Management · Requirement Specifications · Problem Solving · Business Requirements · Requirements Analysis · Payments banking · Gap Analysis · Production Deployment · Requirements Gathering · Functional Specifications · User Acceptance Testing · Change Management · Analytical Skills · Business Analysis · Customer Experience · Microsoft Excel · Microsoft Office · SQL · FinTech.

**Personal Details:**

Father's Name: Mr. SAMIR KUMAR DUTTA BANIK

Mother's Name: Mrs. GITA DUTTA BANIK

Date of Birth: 26<sup>th</sup> November, 1987

Nationality: Indian

Marital Status: Married

Date:

Place:

SOMNATH DUTTA BANIK