

**Subhashish Dey**

**Phone No.-9958126221**

**Email ID – Subhashish083@gmail.com**

### **PROFESSIONAL SUMMARY**

- Client-centric with a strong approach in interfacing with clients for understanding their requirements; suggesting the most viable ideas as well as cultivating relations with them for Client acquisition and Retention
- Business expansion professional with an aptitude to increase revenue and sales by ascertaining a competitive edge.
- Team-oriented with a decisive attitude, take initiatives and ownership of work to ensure seamless operations.

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### **Skills**

Team Work, Customer Service & Support, Cardone, Customer Emails, Collection, Elite & Prime Customer, Vision Plus, C24, Personal Banker

### **Career Summary**

- Working with SBI Card as Sr. Customer Care Executive
- Worked with Club Telecom as Process Associate.

### **JOB RESPONSIBILITIES**

**Organization: SBI Card**

**Duration: July 2017 till Present**

**Job Profile: Sr. Customer Care Executive**

- Overseeing the customer service process for Elite and Prime customers
- Answer questions about account types and banking products, such as CDs, money market accounts, loans and credit cards
- Check on the status of customer accounts, track checks and payments
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft
- Assist customers with replacing lost or stolen credit and debit cards
- Assist customers on EMI queries and help with loan procedure
- Answer customer questions regarding features and benefits
- Processing customer transactions and verified documents
- Building rapport with customer to retain them
- Resolving customer complaints brought to your attention
- Make sure to get everything documented on Emails to avoid any discrepancies

**Organization: Club Telecom (UK Process)**

**Duration: May 2016 – March 2017.**

**Job Profile: Process Associate**

- Make outbound calls to UK People
- Deliver prepared script to persuade potential customers
- Explain customers the purpose and the reason of call
- Obtain the customers details
- Respond to questions and convince with the relevant re-buttles
- Take the customer through the further processes
- Obtain possible customers leads
- Provide self-details to the customers
- Forward leads to the quality department

#### **ACADEMIC QUALIFICATIONS**

- Secondary class from CBSE Board
- Senior Secondary from NIOS
- Pursuing B.A.(English Hons) Final Year From IGNOU

#### **ACADEMIC ACHIEVEMENTS**

- First position in Writing Competition.
- Second position in Science Olympiad.
- Second position in Drawing Competition

#### **COMPUTER PROFICIENCY**

Operating Systems	Windows 7, 8 & 10
Applications	MS Office & MS Dos

#### **PERSONAL DETAILS**

Name	Subhashish Dey
Date of Birth	17 September 1997
Contact Details	+91 9958126221
Marital Status	Unmarried

#### **DECLARATION**

I hereby declare that all the above-mentioned facts and information are true to the best of my knowledge. I will solely be responsible for any discrepancy found in them.

**Date:**

**Subhashish Dey**