

## **RAM SIDH**

Flat No 101, Block C/2 S.N.H. Complex, Prohash Nagar, Rishra, Hooghly 712249 . **91-9163745926.**

**ramsidhgupta@gmail.com**

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### **OBJECTIVE**

A self motivated, responsible & hard working person. I enjoy challenges put forth to me & skillful at evaluation problems. My career objective is to promote an organization that ensures the development & growth of the individuals & organization at large.

### **KEY QUALIFICATIONS**

Customer service professional offering 16 years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations. Proficient in Microsoft Applications. Take great satisfaction and pride in seeing results and positive impact on the customer/client. Easy dealing with the executive staff, problematic clients and the production groups.

### **PROFESSIONAL PROFILE**

#### **16 Years experience in Retail Branch Banking & Treasury Management.**

- ✓ Well versed in huge/bulk cash handling, fast and accurate cash counting.
- ✓ Internet, database and server/client application expertise.
- ✓ Working knowledge of various computer software programs.
- ✓ Demonstrated ability to operate several computer applications such as MS Office and banking specific software.
- ✓ Good knowledge of general banking operations and KYC norms.
- ✓ Educate customers about bank services.
- ✓ Promote the sale of bank products and cross-sell existing bank services to customers.
- ✓ Exceptional skills to manage public relations.
- ✓ Familiarity in analyzing complex problems.

**Company Name:** Sahara Credit Cooperative Society Ltd.

**Job Title:** Sector Admin. & Head Cashier

**Job Period:** Since Dec 2004 to present day.

**Company Name:** Apollo Sindhoori Capital Investment Ltd.

**Job Title:** Customer Relationship Officer.

**Job Period:** From Jan 2004 to December 2004.

### **Technical/Professional Qualifications:**

**Course Title:** Advance Diploma In Software Technology and System Management.

**Institute Name:** National Institute Of Information Technology, New Delhi.

**Course Objective:** Programming in various programming language.

**Course Title:** Certificate In Computing

**Institute Name:** Indira Gandhi National Open University, Dhanbad.

**Course Objective:** Basic Knowledge of Various Computer Application.

### **Computer Skills:**

**Languages :** C, C++, VC++, Java, UNIX, Linus, DBMS, RDBMS, COBOL, HTMS, CSS, JAVASCRIPT, SYSTEM DESIGN, Strong Understanding of DS and Algo, SQL, Computer Networks.

**Databases :** Oracle 9i, MS-Access

**OS Platforms :** Win98, Win2000, Windows XP, Vista

**MS Application :** Advance Level MS Excel, Microsoft Office

### **Educational Qualifications:**

**Graduation:** C. S. J. M. University, Kanpur  
Result: 2<sup>ND</sup> Division. (Art Group)

**Date of Birth:** 31<sup>ST</sup> DECEMBER 1977