

## **CURRICULAM VIATE**

### **PRADIPTA KUMAR BAYEE**

pradipta.kumar2244@gmail.com

Cell No: +91-9962842448

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 14<sup>th</sup> 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 5<sup>th</sup> Nov 2013 to 24<sup>th</sup> 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 Executives. 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 : 6<sup>th</sup> 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**