

Curriculum Vitae

TANUSHREE BHATTACHARYA



CAREER OBJECTIVE:

Seeking a position that will benefit from my diverse professional experience, flexible and adaptable to work with employees at all levels where my experience can help to improve organization desire goal.

PROFESSIONAL PROFILE:

- Around six years experience in Banking and Sales profile through direct Customer interaction.
- Handling customer queries and satisfy them with prompt and proper solutions.

PROFESSIONAL EXPERIENCE:

DEUTSCHE BANK

Designation : Sales Manager- Advantage Banking (Private & Commercial Clients)
Duration : 2nd April 2018 to till Date

KEY RESPONSIBILITY:

- KYC renewal, AML clearance, Incite forex transition through A2 remittance form, SOA Generation, FD advice generation.
- Develop and maintain banking relationships with HNI through individualized customer service.
- Finacle Queries- over the counter transactions (issuance of passbook, Statements, balance enquiry, accounts details related queries etc).

- Maintain a complete relationship record for assigned customer accounts.
- Cross sells bank products to existing sets of customers.
- Plan and conduct special sales initiatives and events/ campaigns for prospective and existing clients to boost retail liability and TPD business.
- Handling customer's queries(mails, phone calls, finacle queries etc).
- AOF/ Customer request- KYC/Verification to RPU. Looking after on boarding working in close coordination with the service team.

AWARD & ACHIEVEMENTS:

- 1.Despite the Covid 19 pandemic situation I am a consistent performer for my organization. For my work-excellence, I have received several written appreciation through email.
2. Rewarded with special monetary incentive as token of appreciation for "Best Performer-2020" in Kolkata Branch.
3. I had participated in "RACE TO WIN" campaign and awarded as winner in JFM 2021.
4. Awarded in Health Insurance contest for outstanding performance PAN India in 2020.
5. Awarded in Advantage Club contest for outstanding performance PAN India in 2019.
6. Awarded in Health Insurance contest for outstanding performance PAN India in 2019.
7. Qualified in Monsoon Mania Contest and got rewarded in 2019.

YES BANK

Designation : Client Relationship Officer
 Duration : 9th February 2016 till 31st March 2018.

KEY RESPONSIBILITY:

- SOA Generation, Extending Client Support, Ensure high level customers service orientation and application of the bank.

- Maintain a complete relationship record for assigned customer accounts.
- Ensure high levels of customer service oriented and application of the bank.
- Conduct customer survey campaigns to obtain and review feedback from customers on their level of satisfaction with the bank's product.

AWARD & ACHIEVEMENTS:

1. Achieved “Spain Mania” contest (Spain Trip) and got awarded by Top Management in Spain. July – September’17.
2. Qualified in Around The World Contest (Blue Ribbon). Apr – June’17.
3. Achieved “London Calling” contest (London Trip) and got awarded by Top Management in London. Jan – March’ 17.
4. Got an Appreciation Letter from Deodutta Kurane - HCM & Mr. Pralay Mandal – Sr.Group president Retail & Business Banking on 22 November 2016.

BISHALAKSHMI COMMERCIAL (P) LTD. (Franchisee of M.P. Jewellers)

Designation : Customer care Executive (Front Office)
 Duration : February 2013 till January 2016.

KEY RESPONSIBILITY:

- . Handling customer queries In front office.
- . Over the counter transaction (handling cash, billing, maintain perches record on daily basis)

FUNCTIONAL EXPERIENCE

- As a sales manager for the overall success of the Organization with primary focus on retains organization relationships and Developing for the organization.

SOFT SKILLS:

- Strong interpersonal skills and a positive attitude.
- Self-stator with strong initiative and leadership skills.
- Strongly believe in team work to achieve the desire objective.

EDUCATIONAL BACKGROUND:

- Passed Post Graduate Diploma in Journalism and Mass Communication from Netaji Open University in the year 2012.
- Passed Bachelor of Arts (B. A) from Burdwan University in the year 2007.
- Passed Higher Secondary from W. B.C.H.S.E (H.S) in the year 2003.
- Passed Higher Secondary from W.B.B.S.E (Madhyamik) in the year 2001.

OTHER QUALIFICATION INFORMATION:

Basic knowledge in Computer application programme.

Completed IRDA examination- Life,Health&Genaral Insurance.

Completed AMFI examination- Mutual Fund

EXTRA CURRICULAR ACTIVITIES:

Passed Vocal 5th year from Allahabad.

Learned all type of songs from Kolkata Banichakra Institutions.

PERSONAL DETAILS:

Father's Name : Sujit Bhattacharya

Date of Birth : 21st of January 1986

Mail Id : tanubwn86@gmail.com

Contact Number : 9641275361/ 7699931064.

Residential Address : Vill+PO- Rasulpur Paschim; Nimo1; Memari ; Dist-Burdwan ,
Pin- 713151

Nationality : Indian.

Marital Status : Single.

Language Known : Bengali, English, Hindi.

Personal Trait : Sincere, Honest and Hard working.

Declaration: *I hereby declare that the above mentioned particulars are true to the best of my knowledge and believe.*

Place :

Date :

Signature