

# GOPINATH MAHAPATRO

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## Job Objective

Seeking an Opportunity in the trajectory for the business excellence of the Organization and making an impetus in the Operations, Insurance, which paves a way to show off my skill sets & intellect.

## Summary of Professional Snapshot

- ❖ **Mahindra First Choice Ltd (Chennai)** – As a Senior Executive-YMS Operations From March 2021 to April 2021.
- ❖ **HDB Financial Services Ltd (Chennai)** – As a Team Leader of Customer support & Grievance redressal, From June-2018 to February 2021.
- ❖ **IndusInd Marketing and Financial Services [IMFS]**, Service provider of **IndusInd Bank Ltd** - As a **MIS Coordinator** position For TPP Insurance (TaTa Aig, Reliance Genereal, Chola mandalam Insurance ) Feb-2017 to June- 2018.
- ❖ **Indusind Bank Ltd (Which is deputed by Team lease Pvt Ltd)**.- As a Team Leader of Debt collection (DRA) From Pan India from August 2016 To Feb -2017.
- ❖ **Indusind Bank Ltd (Which is deputed by Team lease Pvt Ltd)** .- As a Senior Sales Service provided for Asset Carnival Process & Cross sale From May 2015 to August 2016.

## Areas of Experience

### Role in HDB Financial Services Ltd:

- ❖ Doing MIS for Mahindra First Choice,
- ❖ Update date to date amount collection of yard for pan India
- ❖ Working as a Team Leader of customer support Mail & Inbound Calls,Grievance redressal
- ❖ Handling escalation Calls & Mails.
- ❖ Preparing Daily MIS of Inbound & Outbound calls Of Team.
- ❖ Coach team members, How to achieve easily Targets and Increase Productivity.
- ❖ Develop Team strengths and improve Weaknesses.
- ❖ Huddle Meeting with Team Every day Before Working.
- ❖ Given training of New Joined, & preparing Score card.
- ❖ Auditing calls & mails ,& preparing score card.
- ❖ Helping pan India branch managers all product related query.
- ❖ CD,DPL,TW CV, EBL,LAP,BL,GL Loan File checking & disburses.
- ❖ NOC, RPS, SOA Issuing, sending Pan India branch, when it has required.
- ❖ Handling Grievance calls & Mail to solving customers Complain.

### Role in Indusind Bank Ltd :

- ❖ Working as Back office support in the Wealth Management Dept.(Mutual Fund & Insurance – Third Party Products [TPP]).
- ❖ Updating Day-to-Day Business activities & Analysis.
- ❖ Handling TPP-Operations in Flex cube Private Banking System (FCPB) in Oracle Software.
- ❖ Customer creation with DEDUPE id in FCPB for various products like: Mutual Funds, General Insurance, Life Insurance, and Health Insurance.
- ❖ Preparing MIS Reports on a daily & Weekly basis for Chola Mandalam Insurance & Reliance Insurance & Tata Life insurance.
- ❖ SMS & Renewal letter preparing and reverting to the Insurance Customers
- ❖ Remapping of clients in case of any change in their profile
- ❖ General Insurance, Life Insurance BTD & UTD data upload in FCPB

- ❖ Handling Complaints for Life Insurance, General Insurance
- ❖ General Insurance Revenue Reconciliation in the system
- ❖ Preparation of Monthly Dash Board for the Processes
- ❖ Handling of the Cheques
- ❖ Reconciliation the issues with Chola Insurance
- ❖ Reconciliation of refund A/c with Chola & Religare in Finacle Module.
- ❖ Handling Branch requirements like applications, data updating
- ❖ Working experience in Tele Calling to Customer & Selling Banking Product.
- ❖ Doing MIS (Management Information System) all Tele calling remarks data end of the day.
- ❖ Making outbound collection calls to debtors.
- ❖ Reducing the outstanding debt owed to a company.
- ❖ Reporting daily progress against targets to the Manager.

### **IT Exposure**

- ❖ Tally 9.0
- ❖ Operating System: Windows , Ms office and Internet

### **Certifications Awarded :**

- ❖ Debt Recover Agent (DRA)
- ❖ PGDCA & NCVT Certified by OCAC (Govt Courses)

### **Academic Qualification**

Examination Passed	Board/University	Year of Passing	PERCENTAGE
M.F.C	KHALLIKOTE COLLEGE (AUTONOMOUS) BERHAMPUR	2012-14	71.00%
B.Com	BERHAMPUR UNIVERSITY	2008-11	52.45%
C.H.S.E	C.H.S.E,ODISHA	2008	56.17%
H.S.C.	B.S.E,ODISHA	2006	42.00%

### **Personal Details**

Father's Name      Niranjan Mahapatro  
 Occupation        Govt. Employee  
 Date of Birth        12 -05-1991  
 Gender                Male  
 Marital Status      Married  
 Nationality          Indian  
 Religion              Hindu  
 Caste                  Brahmin  
 Blood group        Ab+ve  
 Languages          Odiya ,English, Hindi, Tamil, Telugu  
 Address Plot No:    Padma Nagar , Aska Road ,Berhampur ,Ganjam,Odisha-760001

### **Declaration**

I do hereby declare that all the above statements mentioned here are true and correct to the best of my knowledge and belief.

**Date:**

**Place: Berhampur**

**Gopinath Mahapatro**  
Signature

