**MR. BASANTA KUMAR PATRA**

**ADDRESS** :-D 32, Lingaraj Vihar ,Pokhariput ,Bhubaneswar -751024 Odisha   
**CONTACT**:-+91 -9040162477

**EMAIL**:-basantapatra49@gmail.com

**CAREER SUMMARY**

Results driven Bank Branch Manager, recognized for exceptional ability to demonstrate leadership in complex operational environments, able to establish clear vision of work goals and guide others towards achieving said goals. Believes in integrity, efficiency and exceptional customer service. Other Key Sills include: -

* General Banking
* Advanced Inspection Vigilance
* Staff Training and Development
* Effective Communication skills -oral and written
* Organizational /Planning and problem-solving skills
* Diplomatic and tactful with employees, management and customers
* Prioritizing

**CAREER OBJECTIVE**

Obtain a position as a Manager/Head of the department to direct the operations as per the organizational goals, to provide optimum customer services and to demonstrate effective leadership, to support various banking and financial products and operational service levels, resulting in customer growth and increased profits for the organization.

**KEY SKILLS AND COMPETENCIES**

PROFESSIONAL ABILITIES

* Knowledge of Financial and credit products
* Familiar with banking standards
* Cash Handing and budgeting
* Analyzing and balancing customer financial needs

**PROFESSIONAL EXPERIENCE**

* Assistant General Manager (A.G.M) (SMG SCALE-V) –

Punjab And Sind Bank -1985-2020 (35 Years)

**NOTABLE PERFORMANCE HIGHLIGHTS**

* Was the focal point to assist the bank clients, ensuring that they receive the maximum services the bank can offer and are satisfied with the services of the bank now and in future.
* Established targets and designed strategies to achieve them on time.
* Monitored latest government rules and regulations to keep all policies in order.
* Motivated and encouraged junior staff in their work to keep the branch running effectively.
* Trained and supervised all bank staff and helped them understand their work and quality standards to be attained.
* Followed and abided by all bank rules and regulation established by the bank and ensured rest of the staff does the same.
* Maintained a cordial relationship with the customer as he is the first point of contact in case of any disputes or misconception regarding bank services.
* Addressed and handled complaints and grievances of new and existing customers regarding banking facilities.
* Mobilized maximum credit proposals from new prospects for improving the performance of the branch.
* B.A (Honours-Psychology)
* Masters in Business Administration
* L.L.B
* CAIIB Part -1

**EDUCATIONAL QUALIFICATIONS:**

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Available on request.

**REFERENCES**

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| **SCHOOL / COLLEGE NAME** | |
| Qualification / subject | Grade | *Study dates* |
| Qualification / subject | Grade |
| Qualification / subject | Grade |
| Qualification / subject | Grade |
| Qualification / subject | Grade |  |
| **UNIVERSITY NAME** | |
| Degree name | Grade | *Study dates* |
| NVQ name | Grade |

**ACADEMIC QUALIFICATIONS**