## **Objective**

Seeking a quality environment where my knowledge and skills can be shared enriched and where I can learn as well as contribute for the growth of the organization and to be a key person in the organization where mutual growth is monitored.

## **Personal Details**

**Date of birth**: 4th April, 1992.

**Gender:** Female

**Address:** 5/a, Friends Row, Jadavpur, Kolkata-700075.

**Language proficiency**: English, Hindi, Bengali

## **Educational Qualification**

**MBA** – Annamalai University **2013-2015**

* Secured- 64% - Ramaiah Institute Of Management Sciences (Bangalore)

**B.C.A** -West Bengal University of Technology **2010-2013**

* Secured-76% - Pailan College Of Management And Technology (Kolkata)

## **Work Exprience**

**Company Name –** HDFC BANK

**Designation –** Personal Banker

Duration - 8months

**Roles And Responsibilities –**

* Ensure quality customer service is delivered.
* Practical approach to customer service and issue resolution.
* Disseminating required product information.
* Recording complaints as per the specified process.
* Resolving all complaints received from preferred customers within the stipulated TAT’s.
* Referrals generated from existing customers.
* Ensure audit compliance by way of proper scrutiny of all the documents and filing.
* Educating client by providing financial advice about investment options.
* Custodian of Safe Deposit Lockers as well as gold loan operations/allotments & Monitoring at branch.
* Responsible for providing end to end banking service for different high-profile business portfolios.
* Account opening for Branch Walk in customers including Savings Accounts, Current Accounts and Fixed Deposits.
* Ensuring the KYC requirements for clients are met and maintaining all documents for compliance purpose.
* All service issues pertaining to the Branch Lobby Customers are now consulted/ reported and routed through me.

**Company Name –** BHARTI AIRTEL

**Designation –**  Relationship Officer

Duration - 7months

**Roles And Responsibilities –**

* Responsible for providing end to end solution to all types of customer of company via walk-in, calls and emails.
* Taking care of escalations by resolving issues and retaining customer and increasing potential customer base.
* Handling all sorts of query related to billings and providing related information through calls, mails and walk-in.
* Helping customers for choosing their suitable plans by analyzing their estimated future usage of products.
* Co-ordination between different departments to meet TAT given to customer for their service requests.
* Maintain long term relationship with customer via mails and calls to meet organization goal.
* Listening customer’s complaints on various issues and providing solutions as FTR and SR.
* Achieving given targets by serving customer through serve to sell module.
* Planning and building strategy for upcoming months based on present targets and achievements.
* Managing portfolio of corporate customers and increasing the base by providing good service via calls.
* Handling corporate accounts as a single point of contact through calls.

## **Skill Sets**

Sales, Marketing, Market Research, Advertisement, Online marketing/ Social Media Marketing/ Email marketing, Content writing, Sales Analysis, Creating & delivering Presentation , Sales Support/ Pre-sales , Customer management.

* Soft Skills: Microsoft Word, Power Point, Access, Excel, Adobe Photoshop.

## **INTERSHIP/ PROJECT**

**Company:** METRO CASH & CARRY, BANGALORE (Head Office, Yeshwanthpur)

**Department:**  Marketing

**Date:** 9th December, 2013 - 7th March, 2014

**Role Description:**

* Project on KIOSK (Advertising for Customer Satisfaction about electronic goods for new branch in Hosur

through a website.)

* Marketing Survey (Sampling and introduce Nonfood items to 4stars and 5stars hotels )
* Market Research
* Feedback and Follow up
* Tenders Dealing

**Project Title:**Research Project(Major)

**Duration:**Dec 2013 - Mar 2014

**Project Topic Name:** Students’ Brand Preference In Purchasing Laptops In Bangalore

**Role Description:**

* Review of literature and the topic in detail.
* Preparation of questionnaire.
* Distribution of questionnaire to respond and collection of response.
* Analysis and interpret of details(hypothesis testing and chi-square test)
* Findings

## **Personal Strength**

Proven leadership qualities, Creative, Confident, Good Communication skills, Team work and Fast Leaner.

* Able to work under the pressure of deadline.
* Open to change.
* Quick Learner.
* Act upon feedback and strive for improvement.
* Hard worker.

## **Personal Interest**

Dancing, Painting, Photography, Reading Books, Internet Surfing, Cooking, Web page design.

## **Achievements**

## Represented my school in ***West bengal*** district drawing contest 2003 and achieved 3*rd* prize.

* Represented my school in ***Parle Poppins Rainbow walicolouring competition Contest 2005*** and achieved Poppins Master Artist.

## Represented my school *in* ***West bengal*** district ***Charta-Juba Utsab 2005*** and stood 2*nd* in Recitation.

## Represented my college in ***Clean and Clear (Calcutta Times FreshFece2010)*** and achieved 2nd runner-up.

## Represented my college in ***NEN (National Entreprenuership Network 2012)*** and stood 1*st* in Painting and also achieved 2*nd* prize in Photography and Editing.

## **Participation**

* Project on Industrial Visit in Toyota Kirloskar Motor Pvt Ltd.
* 10 days project on CSR activity at Sumanahalli.

## **Declaration**

I hereby declare that the above furnished content is true to the best of my knowledge.