**CURRICULUM VITAE**

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**Name: DILLIP KUMAR SAHU**

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* **Career Objective:**

To be recognized as an efficient & competent individual having good interpersonal and technical skills, hence seeking a challenging assignments for a career encompassing professional & personal

advancement in the fields of Banking sales and customer servise.

* **Professional Qualification:**

**MBA** in **FINANCE & MARKETING** as dual specialization from **Biju Patnaik Institute of IT & Management Studies (BIITM)** affiliated to **Biju Patnaik University of Technology (BPUT)** & approved by **AICTE in the year 2009-2011.**

* **Academic Qualification:-**
* **B.C.A** from **Rajiv Memorial Institute of Technology** under **Berhampur University** in **2006-09.**
* **+2 Commerce** from **Hinjilicut Science Collage**, under **C. H. S.E.,** ODISHA in 2006.
* **10th** from **Brundabana Vidya Pitha**, under **H.S.C.E.**, ODISHA in 2004.
* **COMPUTER KNOWLEDGE:**

TALLY 9.0, from **NIAT under DOEACC Society, Govt. of India.**

COMPUTER BASICS

* **Summer project:**

**Organization:**  **TRIPTHY DRINKS PVT.LTD (PEPSI&CO.)**

**Duration:** 45 Days.

**Title:** Theprospectus and problems of distribution channel of Pepsi Vs. coca-cola.

**Objective:** To find out the problems during the distribution and make a better suggestion.

* **Dissertation Undergone :**

**Organization**: **TRIPTHY DRINKS PVT.LTD (PEPSI & CO.).**

**Duration:** 30 Days

**Title:** Product Life Cycle of Pepsi.

**Objective:** Increase efficiency of marketing campaigns

* **CURRENT EMPLOYMENT:-**

Presently working at **INDUSIND BANK LTD** as Customer Service Manager in the grade of Assistant Manager since August 3, 2015.

* **JOB DESCRIPTION:-**
* Client servicing, and resolving their request and complaint with in the TAT which is the first priority for every SCM.
* Welcome calling process and cheque entry process.
* Locker maintenance and process and client engagement.
* Maintenance of Request register of debit cards, cheque book, debit pin and net banking pin.
* Following up the leads in CRM, assigned by the ops head everyday and resolution within the TAT by calling to the client.
* Responsible to maintain the service score for self to provide the satisfactory service to the clients, Which impact the branch service score.
* Educate every client the benefits for using and installing the Mobile and Internet banking.
* Acquisition of new Clients for Business purpose.
* Cross – Selling of CASA and other third party products i.e. LI, GI, FD, Mutual Funds.
* Follow the updates from RBI and internal banking process.
* Follow the KYC process and AML guidelines.
* **PREVIOUS EMPLOYER:-**

Had worked at **HDFC LIFE Insurance** as a Sales Development Manager in Banc-

Assurance vertical for **21 May 2012 to 24 July 2015**. (38 months)

* **JOB DESCRIPTION**:-
* Promote insurance products to customers those who are walk-into the branch (**HDFC BANK**).Meet **HNI** clients and **Corporate Clients**.
* Handling and servicing different queries/issues of new and existing customers regarding the policy.
* Generate leads from bank employees, taking appointment to meet with clients and pitching appropriate products as per their needs.
* Generate own leads through references, existing customers, bank records, walk-in customers and convincing them to close the lead to meet Self Lead Generation (**SLG**) target as per company norms.
* Educate clients regarding their financial need and how different insurance products of HDFC LIFE helm them to fulfill their future needs.
* Cross selling different products of **HDFC BANK** i.e**. SB a/c, Current a/c, RD, FD,SIP** etc.
* Daily reporting to Branch Manager (**HDFC BANK**) Senior Manager (**HDFC LIFE**) by sending M.I.S.
* Maintain data base management and lead register.
* Proper documentation is the vital part to reducing FR (Further Requirements) which is very important to convert the policy earlier.
* Meet monthly branch target assigned by Cluster Head (HDFC BANK).
* Following I.R.D.A and new A.M.L Guidelines.
* Maintain healthy relationship with branch staffs and with customers to enhance the business port folio in a right manner.
* **REWARD**:-
* Won Self Lead Generation (SLG) Champion contest (HDFC LIFE) in the month of March.13.
* Got certificate of appreciation (HDFC LIFE) for the best score in FTR process in 2014.
* **Strength:**

Self Confidence, Self Motivated, Dedication towards work & having patience.

* **Hobbies & Interest:**

Browsing internet, Interaction with new people.

* **Personal Information:**

Date of Birth: - 25-04-1989

Gender: - Male

Languages known: - English, Hindi, Oriya (Read, Write, Speak)

Father name: - Mr. Krutibash Sahu

Permanent Address:-At-Khandara, Post-Chanduli, P.S-Hinjili, Dist - Ganjam, Odisha

**Declaration:**

I hereby declare that the above written particulars are true in best of my knowledge and belief.

DATE: -

PLACE: - BHUBANESWAR (DILLIP KUMAR SAHU)