

SUVAM BHOI

E-Mail :- suvambhoi101@gmail.com

Contact No: - +917751995782

C/O-MAYURLAL BHOI

AT/PO-FARANG

VIA SOSIA KALAHANDI

766029 ODISHA

OBJECTIVE:

To work for a reputed organization where my academic knowledge and experience can be applied towards the professional endeavors of responsibilities assigned and can add value towards the organizations growth.

WORK EXPERIENCE:

HDFC BANK LIMITED -DEPUTY MANAGER PERSONAL BANKER-CLASSIC PATRAPADA BRANCH BHUBANESWAR AUGUST-2022 TO APRIL-2024.

Is responsible for Acquisition of new Classic And Preferred customers . Enhancement of the relationship by cross-selling products and services as per the profile & need of the customers . Deepening the size of the relationship.

Retention of the customers by providing the best possible services and being the dedicated point of contact for these customers .

Acquire new customers who meet product criteria and flag them on the system

Leads generated by branch staff & personal leads Databases

Premier Acquisition Channel Increase liabilities size of relationship

Use wallet profile sheet to track accounts and products with other bank and transfer the same

HDFC BANK LIMITED PROMOTED TO PREFERRED RELATIONSHIP MANAGER APRIL-2024 TO CONTUNUE

Is responsible for Acquisition of new Preferred And Imperia customers . Portfolio management,Continuous monitoring of the existing customer portfolio

Know the customer's business to proactively provide financial solutions Utilizing the sales resources (BDR or COEX or Asset Coordinator) for optimal sales support Penetration of products across family groups. Sales across all product segments-TPP, Assets, Cards etc

Ensure quality customer service is delivered , Disseminating required product information

Recording complaints as per the specified process . Resolving all complaints received from preferred customers within the stipulated TAT's . Ensure appropriate customer communication on closures & copy of that to be filed. Preventive complaint management . Asking for feedback from customers, who may not be complaining . Promoting all direct banking channels and ensuring that the customer is utilizing the same

ICICI BANK LIMITED -DEPUTY MANAGER HI-TECH CITY BRANCH HYDERABAD Relationship Manager - PRIVILEGE BANKINGSEPTEMBER-2021 TO JULY-2022.

Engaging with customers to enrich the relationships and garner higher wallet share of the client. Increase wallet share by cross selling products to the customers , Achieve individual targets and grow account profitability, while maintaining a high service standard and compliance.

Identify potential customers who can be sold tailored products to enhance product penetration . Acquire new customers through converting referral leads. Provide complete and comprehensive information on products, services, charges etc. proactively to the customer and ensure best services are provided to them.

Responsible for new client acquisition and managing the overall client relationship . Ensure timely servicing of interest by customers and maintain portfolio health . Provide complete and comprehensive information on various products, services offered by the Bank and ensure best services are provided to them . Resolution of customer queries and escalations . Maintain productivity . perform compliance, service and operation in branch.

Generate revenue through privilege customer portfolio Cross selling of new products and services for both new and existing privilege customers Achieve sales target for CASA and other products.

PRODUCT/ CUSTOMER HANDLED- CASA and liability products , privilege customer. Supervise day-to-day operations in the customer service department. Develop customer satisfaction goals and coordinate with the team to meet them on a steady basis.

AXIS BANK LIMITED. ASSISTANT MANAGER ROLE- BRANCH RELATIONSHIP OFFICER

APRIL-04-2019 TO SEPTEMBER-11-2021

HAVING WORK EXPERIENCE OF 2YEARS 5 MONTHS 7 DAYS IN AXIS BANK.

Role as Customer service offers or Branch Relationship Officer. Handed cash (teller).

Handed front dest for NEFT/RTGS/ TRANSFER. .

I have to open Current account Savings account (Pv ltd, Public limited, individual, non individual) also provide them EDC, CMS, IB, FOREX CARD,CREDIT CARD, DEBIT CARD and different types of bank products.

Also opened Buyback of Equity Shares and share applications accounts to different clients.

Also deal with different products to pitch customers like GENERAL INSURANCE, LIFE INSURANCE, CASA, FD, RD, MUTUAL FUNDS, DEMAT, FOREX REMITTANCE, TRAVEL CURRENCY CARD, etc

Handling portfolio of 400 customers to built strong business relationships with ETB customers and also deal with every NTB customers.

Process excellent interpersonal communication and organizational skills.

EDUCATION QUALIFICATION:

PURSUING EXECUTIVE PROGRAM FROM IIM VISAKHAPATNAM IN

EXECUTIVE PROGRAM IN BUSINESS ANALYTICS & DATA DRIVEN DECISION MAKING

“IIM Visakhapatnam’s Business Analytics & Data Driven Decision Making Certification Course is designed to equip professionals with the knowledge and skills required to excel in the field of business data analytics. The program focuses on both the oretical concepts and practical applications of analytics in various business domains.

TOOLS COVERED -PYTHON, OPEN FOR INNOVATION KNIME, TABLEAU, SQL

BUSINESS ANALYST RESPONSIBILITIES -Gathering & Prepare Business Requirements , Plan & Documents Requirements , Analyze & Model Requirements , Take up changes request , Perform Acceptance Testing .

Post Graduation Diploma In Banking Services

- Completed **PGDBS** PROGRAM FROM MANIPAL UNIVERSITY OF BANKING BANGALORE.
SECURED :8.79 CGPA

Graduation

- Completed **Bachelor of science (computer) from CHRIST COLLEGE CUTTACK**
- SECURED :60.61%

CHSC +2 SCIENCE from HI-TECH COLLEGE OF SCIENCE BHUBANESWAR.

HSC/SSLC from BGHS HIGH SCHOOL DASPUR

TECHNICAL KNOWLEDGE:

- Windows Operating System : MS-DOS, Windows 95/98/2000/XP , MS-OFFICE
- Working on following software modules: Financial customer relationship management (FCRM) FINNACLE(Banking) I view CMS .CRM AND VRM, SAKSHAM, FLEX CUBE

EXTRA CURRICULAR ACTIVITIES:

- ❖ Certification from NISM MUTUAL FUND.
- ❖ certification from DEPOSITORY CERTIFICATE
- ❖ certification from IRDA

OTHER ACTIVITIES & HOBBIES:

- ❖ Playing CricketAM.
- ❖ Traveling

PERSONAL DETAILS:

Date of Birth : 10th June 1995
Father's Name : Mayurlal Bhoi
Nationality : Indian.
Language Known : English, Hindi and Oriya.
Marital Status : Unmarried

PERMANENT ADDRESS:

At - farang
Po - farang
Via- sosia
Dist- kalahandi
Pin-766029
Odisha

I hereby declare that the information furnished above is correct to the best of my knowledge and belief. I have not suppressed any material fact or factual information in the above statements.

Date:15-APR-2024

Place:BHUBANESWAR

SUVAM BHOI