

C U R R I C U L U M V I T A E

PERSONAL INFORMATION

STEPHIN K.L

Mobile **00974 - 70646318**
e-mail stephinkurishinal1994@gmail.com
Address Doha, Qatar.
Nationality Indian
Date of birth 10-04-1994
Marital Status Single
VISA Status **Visit VISA / Business VISA**



OBJECTIVE

To be part of an organization which values employees committed to ingenuity and perseverance and provides opportunity for continued development.

PROFILE

A retail sales professional with almost 2 years of experience as Customer Relationship Officer and a proven track record of meeting sales targets, building and maintaining customer relationships and operations management.

EDUCATIONAL INFORMATION

- Post-Graduation Diploma Management (PGDM) (Completion year **2017**)
Specialization in Retail Management and Marketing
From SCMS School of Business. India
- Bachelor of Commerce (B.Com) (Completion year 2015)
From Mahatma Gandhi University. India

KEY STRENGTHS

- Adaptive to change and able to lead/support the change to make it better.
- Strong on statistical comparison and analysis and quick in problem solving.
- Able to work independently and in a team based on the organization's requirements.
- Proven multi tasking abilities.

KEY ACHIEVEMENTS

- Achieved CASA value target in the CASA value contest.
- Achieved fixed deposit target in FD contest During the fourth quarter of 2017 (US\$140,540).
- Achieved the sales target in Account opening during the third quarter of 2017.
- Achieved Health Insurance monthly target consecutively for 4 months.
- Successfully Achieved the sales target in bank locker selling contest.
- Achieved General insurance sales target during the first quarter of 2018.

LANGUAGE SKILLS

English : Excellent Oral and Written
Hindi : Excellent Oral and Writing
Malayalam : Excellent Oral and Writing

OTHER SKILLS AND QUALIFICATIONS

- IBM SPSS
- Ms Office Tools

PROFESSIONAL EXPERIENCES

10 July 2017 – 20 Jan 2019	Job Title : Customer Relationship officer Company Name : Bandhan Bank, India Bandhan Bank Ltd. is an Indian banking and financial services company headquartered in Kolkata, West Bengal. Bandhan, which started as a micro-finance company in 2001, received banking licence by Reserve Bank of India in 2014. Bandhan Bank became the 8th largest bank (27 March 2018) in India by market capital. According to the Annual Report of the bank of 2016-17, the Bank has 974 branches, 2,764 DSCs (Doorstep Services) and 460 ATMs and 15,185 Mini-ATMs (Hand-Held Devices). <i>Job Responsibilities:</i> • Selling of banking products including savings accounts, current account fixed deposits, credit cards, debit cards, loans and insurance to Retail customers and corporate customers in the ratio of 70:30. • Marketing of banking products including savings accounts, current account fixed deposits, credit cards, debit cards, loans and insurance. • Resolve issues regarding customer accounts. • Comparing the bank's products and services to provide customers with the best one. • Develop new customers by maintaining relationships with pervious customers. • Meeting customers at events and fests or any location of their choice and responding to enquiries. • Participating and coordinating sales campaigns and promotions. • Making sales by understanding customer's needs and interests to help them choose the best products and services. • Making sales reports. • Cash management • Opening and Closing bank cash vaults on time. • Training new employees of the branch.
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