



Mahendra Pratap Singh

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ABOUT ME

I would like to associate with a leading enterprise, where efforts and innovativeness are recognized and given highest Importance. My goal it to use my analytical and management skills with an organization to enrich and enhance potential And Abilities, and consider myself as fruit full asset for the company.

WORK EXPERIENCE

Customer service representative

CSB BANK LTD [16/10/2021 – 14/12/2022]

City: Delhi

Country: India

- Rendering efficient customer service by ensuring that resolution time close escalations and customer queries is 30 minutes which is 50% lower than the company average. This resulted in more engaged customers and facilitated organic growth.
- ATM loading, offloading, and tally cash on site ATM in Branch.
- Processing clearing cheque, inward and outward, maintaining stock cheque book, FD, ATM card, DD AND other inventory stock.
- Perform independent check KYC information provided by sales team.
- Experience in Auditing Branch and analyze past results, perform various analysis, identify trends, and making recommendation for improvements.
- Prepare reports on financial performance for regular leadership review.
- Processing transaction vis cash deposit withdrawal NEFT RTGS and fund transfer.

Deputy Manager

ICICI BANK LTD [20/03/2020 – 30/08/2020]

City: Delhi

Country: India

- Effectively managed corporate client portfolios (7 Crore) and offered financial advice regarding investment and savings.
- Managing 30-40 customers requests on a daily basis via face to face interactions, e-mail or phone using systems like Finacle and service first along with using Microsoft office, excel and PowerPoint. Provide an array of services to both retail and corporate clients for growth of BBB segment.
- Fix problems no matter the issue as quickly and efficiently as possible.
- Maintain a strong financial analysis foundation creating forecasts and models, proficient with advance excel.
- Helped to train and mentor new employees to foster solid business relationships.
- Exceed the needs of all high-net-worth business and personal clients. Describe your tasks and responsibilities.

Assistant Manager

RBL BANK LTD [29/05/2017 – 03/03/2020]

City: Delhi

Country: India

- Executed customer transactions regarding cash, money orders and money exchange.
- Maintained balancing record with 100 % rate of accuracy.
- Proficient in exchanging currencies like GBP, EURO and USD.
- Processed exchange and foreign currency.
- Recorded amount received and prepared report of transactions.
- Perform market research data mining and business intelligence.
- Responsible for balancing bank vault daily, filling ATM weekly, and performing audits as needed.
- Maintained all audit and security policy procedures in accordance with Bank policy..

Bank teller

AXIS BANK LTD [15/06/2015 – 23/01/2017]

City: Delhi

Country: India

- Successfully performed a full range of teller duties, averaging 145 customer transactions per day.
- Executed 100% of cash and credit transactions and ensured the total matched the recorded receipt totals.
- Cross-sell banking services and products to client.
- Helped clients access their safe deposit boxed, cash boxes and items in the bank vault as necessary.
- Recruit new customers and open new accounts. **Average of 10-12 new accounts per month.**
- Suspicious transaction reporting and branch expenses handling.

EDUCATION AND TRAINING

Masters of Business Administration

Institute of Technology & Science [12/08/2013 – 10/05/2015]

Address: (India)

Website: <https://www.its.edu.in/>

Bachelor of Business Administration

SITM [11/07/2009 – 16/08/2011]

Website: <http://www.rmlau.ac.in/new/index.aspx>

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

HONOURS AND AWARDS

MBA

I.T.S College Mohan Nagar, Uttar Pradesh [14/10/2015]

Qualified MBA with honors in India