Mahendra Pratap Singh

Nationality: Indian **Date of birth:** 07/07/1992 **Gender:** Male

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Work: Dubai UAE, (United Arab Emirates)

ABOUT ME

Highly skilled and dedicated Senior Customer Service Officer with 6 years of experience in the field. Seeking a challenging role where I can leverage my expertise in customer service, team leadership, and problem-solving to enhance customer satisfaction and drive operational excellence. Committed to delivering exceptional service, fostering positive customer relationships, and mentoring junior team members to achieve their full potential. Ready to contribute to a dynamic organization's success by providing strategic insights, implementing process improvements, and exceeding customer expectations.

WORK EXPERIENCE

Customer Service Manager

CSB BANK LTD [2021 – 2022]

City: Delhi

Country: India

- Worked as Customer Service Manager and spearheaded all day-to-day banking operations and optimize organizational processes to maximize business results in retail Banking, Servicing, Administration, Operations, Audit & Compliance.
- Provided a comprehensive range of products & services for banking customers including CASA, Term deposits, Mortgages, Life & General Insurance, Mutual Fund, Forex, Investments, Assets, etc.
- Develop and ensured customer satisfaction by maintaining excellent TAT for delivery & service quality norms.
- Supported the Bank's strong relationship banking culture through ongoing customer contact, quality customer service, and superior product knowledge.
- Maintained constant vigilance in identifying and mitigating financial, operational, and fraud. Stayed abreast of the organization's products and services and ensure adherence to CSB BANK and regulatory policies and procedures.
- Ensured all types SRs logged in CRM,Fix the identify process and systems gap and provide feedback to business units.

Customer Service Team Lead

ICICI BANK LTD [2020 – 2020]

City: Delhi

Country: India

- 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.
- Ensure completion of customer due diligence is performed for new to bank High-risk customer account opening with correct KYC data and information, with the information and documents provided as per policy and regulation.
- Conduct an in-depth review as per the Bank's KYC-CDD Policy and Procedure of new to bank high risk customer profile which has been referred by business to compliance from all business segments, Individual Non individual.
- Follow the bank's exception handling process to obtain approvals where required information is not available (Either temporarily or permanently) for the bank during the CDD on boarding process, or any trigger identified indicate a heightened risk of financial crime for all new to Bank high-Risk cases.
- Ensure that the required KYC information and documentation is properly retained and stored using the bank's systems for each business line for all high risk customer and NTB customer.

Senior Customer Service Officer

RBL BANK LTD [2017 – 2020]

City: Delhi

Country: India

- Steered Banking Operations with an emphasis on Operational Risk, Transaction Handling, Retail Banking, Investment Banking, Client Servicing, Statutory Compliance, and Business Development.
- Performed all cash, non-cash transactions, and corporate transactions like bulk remittances (RTGS/NEFT, Transfer, DD, and Account Opening). Performed FCY transactions and handling foreign customers.

- Discussed Features and benefits of multiple bank products and services that may meet client's needs. Promoted products credit cards, mutual funds, personal loans & home loans.
- Responded to and resolved customer service requests according to RBL Bank policies in a prompt, efficient and courteous manner at all time.
- Recorded all transactions in a prompt & efficient manner through raising Services First & Maintaining CTR. Ordered supply of cash to meet daily needs.
- Enhanced bank presence and profile in the community by maximizing team performance through effective coaching, leadership, and employee management skills.

Customer Service Representative

AXIS BANK LTD [2015 – 2017]

City: Delhi

Country: India

- Served as Personal Banker and processed routine account transactions, cash deposits, withdrawals, clearing cheques, RTGS/NEFT, transfers, and remittances.
- Reviewed different accounts and loan application files to verify that application data is complete and meets establishment standards in order to combat fraud.
- Entrusted with the responsibility for issuing debit card/ debit card Pin/credit card /credit card pin/ statement.
- Ensured the delivery of the Bank's customer value proposition by leveraging the Bank's products and services. Resolved escalated customer issues and augment growth in retention rates.
- Engaged in portfolio administration, Balance ATM, (Inwards & Outwards) AMLOC (Antimony Laundering Online Combating) Streamlined various operations including lockers documents updating, and other banking operations. Worked on CRMS & Finacle Software.

EDUCATION AND TRAINING

Masters of Business Administration

Institute if Technology & Management

Country: India

Bachelor of Business Administration

SITM

Country: India

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s): **English**

DIGITAL SKILLS

Retail and Corporate Banking / Customer services / Banking operations / Digital commerce branding / Microsoft office / Account and Cash handling / Audit and Compliance / Currency exchange / Customer Support & Email Support