



Mahendra Pratap Singh

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Work: Dubai, (United Arab Emirates)

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

Senior Customer Service Representative

CSB BANK LTD [2021 – 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.
- Processing transaction vis cash deposit withdrawal NEFT RTGS and fund transfer.
- Investigates and identifies appropriate resolution, Avoid escalations.
- Proper Creation to all types of complaints ,Validation to resolved complaints, Reduction in repeated complaints.
- Liaise with various departments with regards to approval processes and handling issues.

Customer Service Representative

ICICI BANK LTD [2020 – 2021]

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.
- Engaged in client acquisition activities, presenting to clients, closing deals, managing and developing client accounts.
- Account opening, initial relationship building and managing the early customer lifecycle for New To Bank customers.
- Contacted customers in portfolio in order to capture higher share of wallet by cross-selling products and marketing new products and services.
- Ensure regular monitoring of client satisfaction and service quality levels by ensuring that client expectations are consistently met and exceeded.
- To cross sell and refer business to other areas of the bank e.g. Private Banking, Corporate Banking, etc.

Cashier-Customer Service

RBL BANK LTD [2017 – 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. Exceeded monthly sales goal.
- Responsible for balancing bank vault daily, filling ATM weekly, and performing audits as needed.

Bank Teller

AXIS BANK LTD [2015 – 2017]

City: Delhi

Country: India

- Successfully performed a full range of teller duties, average 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 boxes, and cash boxes.
- 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 (MBA)

Institute of Technology & Science

Country: India

Bachelor of Business Administration (BBA)

SITM

Country: India

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s): **English**

DIGITAL SKILLS

Customer Services. / Loan Application Processing / Document Verification / Communication and collaboration / Attention to Detail. / Time Management / Regulatory and Compliance Monitoring / Customer Due Diligence / Account and Cash handling / Business Development / Service Standards / Time Standards / Tech-Savvy / Transaction Reporting / Service Level / Operational Control / Portfolio Management / Digital banking / KYC/AML Compliance / Accounting & TAT / Account Management / Marval & Finacle / CBS & CRM

HONOURS AND AWARDS

Awards

- Hardworking Innovative Employee of the Team
- Service Champion-2018-19
- Star Award - 2017
- Go Digital Award - 2016.