



CONTACT

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State- West Bengal

SKILLS

Customer focused

Team player

Strong work ethics

Technically sound

Physically and mentally fit

Calm head and solid problem solver

Strong communication skills in person
and over the phone

Fast learner

LANGUAGES

English

Bengali

Hindi

HOBBIES

Playing football

Cycleing

Listening audio books

SOMNATH DEY

VIRTUAL ACQUISITION MANAGER

Summary

Seasoned Bank Teller, well-versed in customer service & successful in achieving sales goal while maintaining high levels of customer satisfaction. Outgoing personality with attention to delivering outstanding customer experience. A hard working and disciplined individual with friendly personality. Physically and mentally adept in providing first class working practice within the work environment. Enthusiastic and willing to get involved in every aspect of management, confident communicator and skilled team Manager.

Experience

Senior Associate

Tata Consultancy services 5th Nov12 - 21st April17

Making SOP's to streamline the process

Sample quality check of daily production

Procurement Manager

Chongfu international trading Company, Shanghai China

25th April17 - 3rd Jan18

Tally the imported goods (wood logs) with purchase order

Communicate with corporate office about daily sales, stock and inventories

Phone Banking Executive

HDB financial services 5th Feb18 - 30th March19

Resolve customer queries

Educate customers about various banking products and cross sale

Finance Manager

Vision Real estate 5th April19 - 16th July21

Making the finance process smooth for the customers

Maintain the cash flow targets

Virtual Acquisition Manager

Axis Bank Limited 20th July - Present

Acquiring Customers through video KYC & cross sale

Assign manual KYC jobs to assigned team members

EDUCATION

Completed Bachelor in Arts (Philosophy Hons) from University of Calcutta in the year 2011

Intermediate in Arts from W. B. C. H. S. E in the year 2008

Matriculation in General from W. B. B. S. E in the year 2006

COMPUTER SKILLS

Good working knowledge of MS Office and Internet applications
SQL PL / SQL