



 Niladri Bihari Swain
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TRAINING & CERTIFICATIONS

- Post Graduate and Diploma in Computer Applications 2005

SKILLS

- Team Oriented and results driven
- Process Oriented
- Audit and Compliance Management
- Team training
- Team Management
- Business support
- Engagement in Activities
- TDS Processing

COMPUTER PROFICIENCY

- MS Office/Windows
- LOS
- FinnOne
- R-System
- Newgen
- CRM

LANGUAGES

- English

Operation Manager-Retail Assets and Corporate

PROFILE • ABOUT ME

Dynamic Manager Experience and a strong background playing a vital role in Operations ,Compliances,Team Management & Customer Service Management with an Organization of repute.

EDUCATION

Marketing & HR, MBA in Marketing Institute of Management Bhubaneswar AICTE – Marks 72% Bhubaneswar, Odisha	Completed June 2007
Economics, Bachelor of Arts F.M Autonomous college F M University – Marks 62% Balasore, Odisha	Graduated April 2005
Arts, Intermediate F. M. College, Balasore CHSE – Marks 66% Balasore, Odisha	Completed April 2002
All Subjects, High School K.B. High School BSE – Marks 63% Balasore, Odisha	Matriculated April 1998

WORK EXPERIENCE

Senior Branch Operation Manager (Retail & SME) Aditya Birla Finance Ltd Kolkata, West Bengal	Jan 2018 - Current
Job Description:- <ul style="list-style-type: none">• Non Discrepancy Check for all products of SME and Retail Assets• Review of SOP and Operation Policies• Compliance Checking of documents (AML/KYC & Product Policy)• Disbursement (Retail) & RO-Issuance (SME) of cases.• SL Issuance and Document (Security) preparation for SME Cases• Monitoring all the Mops (Measure of Performance) of all Customer Service & Disbursement related activity.• Responsible for all Audit Queries/Compliances.• Storage Management of physical files & Original property papers• PDD/OTC Tracking• Project Leader of New System -FinnOne Neo Implementation• UAT testing of 1200 Test Case Scenarios• Tracking of fail scenarios and defect tracker maintenance• Joint Call with Technology team for resolution	

- Hindi
- Oriya
- Bengali

PERSONAL INTERESTS

Cooking, Gardening,Self-motivator,Good Listener, Confident, team player, eagerness to learn

PERSONAL INFORMATION

Birthday
10/05/1983

Gender
Male

Marital Status
Married

Father's Name
Mr. Kaminikanta Swain

Nationality
Indian

Passport
S4829632, Expires 02/24/29

Address
CB-77
Action Area-1,New Town
Kolkata - 700156
West Bengal

- Collateral implementation in ECMS environment
- Report publication and highlights of everyday testing result to senior management

Job Responsibilities:-

- Responsible for physical Repayment instrument dispatch to Hub location within TAT.
- Responsible for physical property paper dispatch to Hub location within TAT.
- Responsible to maintain all the process within TAT
- Responsible to process all vendor bills of the location
- Responsible for physical file dispatch to Hub location within TAT
- Responsible to follow all product & KYC policy

Manager

Yes Bank Ltd
Kolkata, West Bengal

Jan 2012
- Dec 2017

Job Description:-

- Agency Management-CPV, Legal and Technical Agency as per SLA
- File In warding from CPA/Credit of all Retail Assets products(AL/CV/CE/TW/HL/LAP/PL/BL/LAS/HCF)
- Non Discrepancy Check for all Retail products within TAT
- Disbursement/Payment issue to the dealer.within TAT
- Meeting customer's requirements by understanding their needs & grievances and to focus on Customer Satisfaction by giving them standardized services and optimum solutions.
- Servicing to Internal Customers.
- Monitoring all the Mops (Measure of Performance) of all Banking, Customer Service & Disbursement related activity.
- Responsible for all Audit Queries/Compliances.
- Storage Management of physical files and property papers
- Repayment Entries of disbursed cases and its dispatch
- SA & CA opening processing
- PDD tracking and its follow up
- PDD deatils entries in system

Job Responsibilities:-

- Responsible for managing the Vendor Channels.
- Responsible for giving monthly training to business team.
- Responsible to maintain all the process within TAT
- Responsible to process all vendor bills of the location

Retail Assets Associates

HSBC India Ltd.
Mumbai, Maharashtra

Jul 2010
- Dec 2011

Job Description:-

- File In warding from Branch/Credit of Home Loan & LAP products. (Pre-Sanction & Post-Sanction)
- Handling Connector Channels.
- Generating business through Branch Internal Customer.
- Implementing innovative promotional activities.
- Tie-up with Builders and Estate Agents to generate the branch business

Job Responsibilities:-

- Responsible for managing the sales Channels.
- Responsible to enhance the branch business

Team Manager

IDBI Intech Ltd. (IDBI Bank Ltd.)
Mumbai, Maharashtra

Jan 2008
- May 2010

Job Description:-

- Handling Loan Against Properties, Housing Loan and Loan Against rent discounting.
- Handling the sales forces.
- I was reporting to Sales Manager.
- Implementing innovative promotional activities.
- Effectively handle customer queries and resolve issues within given TAT.
- Ensuring customer satisfaction by providing solutions. Resolving escalated Complaints on behalf of higher management.
- Tie-up with Builders and Estate Agents to generate the business.
- Approve the projects from Bank.

Job Responsibilities:-

- Responsible for all kind of marketing activities associated with the product internal and external to the organization.
- Responsible for managing the sales force.
- Responsible for achieving the given targets

Marketing Executive

Country Club of India Ltd
Mumbai, Maharashtra

Aug 2007

- Dec 2007

Job Description:-

- Selling Club membership
- I was reporting to Sales Manager.
- Making corporate visit for the mass selling of the product to their employees.
- Industrial Area visit for the generating business.
- Effectively handle customer queries.

**DECLARATION**

I, Niladri Bihari Swain, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Niladri Bihari Swain

Kolkata, West Bengal