

SHAIK MOSIN PASHA

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OBJECTIVE:

Seeking a growth-oriented position in a professionally managed organization to improve and expand my knowledge and skills and be a part of team that works dynamically towards the growth of the organization by taking challenging assessments.

JOB PROFILE:

Organization : **HDFC Bank Ltd**
Period : July 2021 to July 2022
Designation : Deputy Manager (Pb Welcome Desk)
Department : Branch banking Operation

KEY RESPONSIBILITIES:

- New Account Monitoring - 1 lac in SB ,5 lac in CA - Annotation behind the cheque with source and purpose.
- Handling all types of customers instructions, Processing of Saving Accounts, debit card instructions, Aadhar Updating, Bill Pay insta alert updating, Email updating,
- Taking orders for checks and debit cards and safe deposits box procedures, and proceeding special statements, Balance confirmation certifications, FD bonds passbook issuance.
- FTS instructions and FTS hold curing and inform to customer for Return Instructions through Mail.
- Daily Morning Reports for inward and outward remittance clearing, FD breaking, new accounts cheques clearing reports, GL reports and trail balance reports.
- Welcome calling for newly opened accounts without missing 3 days TAT (Daily Interaction mandatory).
- CRM cases raising based on the customer query and resolve the customer issues with the in-TAT period.
- Monitoring DMS reconciliation report fortnightly and track all the Instant welcome kit status till the Kit activation.
- Surprise verification with manager month on month for locker reconciliation and DMS reconciliation.
- Lead Generation and CRM entry (Min 2 leads daily).
- Quick resolution for customer queries maintains excellent relation with key clients to generate additional business. Maintain customer confidence and protects bank operations by keeping information confidential.
- RTGS/NEFT - Processing and monitoring of Returns (Letter Issuance and mention in RTGS return register).
- NRE/NRO - Credits monitoring.
- Outward Remittance - taking required documents from customer process the request with in the TAT.
- Account Closure - Verification for - Reason/Band/Deliverable s destruction/Signature. Verification/BM sign off for waiver if closure is before six months and checking linkages.
- Cross selling various other products to walk-in customers.
- Coordinate with cashiers, tellers, including other internal and external bank employees.

ACHIEVEMENTS:

- Achieved set target month on month on CASA values and numbers also contributed in high level on Insurance product to achieve branch insurance target.

EMPLOYMENT PROFILE -3

Organization : **Star Union Dai-ichi**
Period : Dec 2020 to July 2021
Designation : Premier Insurance Officer
Department : Life Insurance (Bancassurance)

EMPLOYMENT PROFILE-2

Organization : Kotak Mahindra Bank Ltd
Period : Aug 2019 to Aug 2020
Designation : Assistant Manager
Department : CA -Acquisition

EMPLOYMENT PROFILE-1

Organization : HDB Financial Services
Period : Nov 2017 to Aug 2019
Designation : Sales Executive
Department : Credit Cards-Cross Sell

EDUCATION:

- **B.COM (Computers)** -from Naveena Degree College affiliated to Kakatiya University in 2016.
- **INTERMEDIATE** - from Madhu Jr College Wyrā in 2013.
- **SSC -ZPHS** high School Rebbavaram in 2011.

TECHNICAL SKILL SET:

- Exposure to Various New Core Banking Software's like Fin ware, Flex cube developed by I-flex Solutions Ltd, Flex cube developed by Oracle Financial Services Software Limited.
- Exposure to CRM Next.
- Exposure to MS-Office and Open-Office.
- Sap Fico.

PERSONAL INFORMATION

Date of Birth : 05-03-1996
Languages Known : English,Telugu,Hindi
Nationality : Indian
Marital status : Single

DECLARATION

I declare all the information given above is true to the best of my knowledge.

Place: - Hyderabad

Date

(Shaik Mosin Pasha)