

SHRADDHA VERMA

PERSONAL DETAILS:

W/o: Mr. Rajesh Verma
Date of Birth: 26 September 1983
Address: 5, Nakur Bhattacharjee Lane, Serampore.
Mobile No: 9804382643
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CAREER OBJECTIVE:

To pursue a challenging & encouraging career path in a professional organization where contribution towards growth is possible.

CORE COMPETENCIES:

Sales/Business Development: Generating revenue by cross selling different products of the bank. **Increasing** Profitability as well as building a Strong customer base for generating business. Acquiring new customers for the bank.

Operations Management: Implementation and monitoring Smart cards applications forms operating standards. Monitoring consistency in the entire eastern region. Preparing monthly Ops report & Mis report sharing with head quarters. Co-ordinate among the entire eastern region for smooth flow of operational activities.

Client Servicing: Planning and implementing customer care activities in the Banking sector. Monitoring and supervising of the back end towards proper handling of customer complaints and timely redresal. Effectively solving customers queries & complain by providing solution to them. Maintaining relationship with the existing client of the bank.

CAREER EXPERIENCE:

Organization	Arthsudhar(A Unit of Jalan Chemical Industries Pvt Ltd)
Duration	July 2021 to Till Date
Designation	Executive (Equipment Finance)
Responsibility	<ul style="list-style-type: none">• Looking after the entire loan process of Eastern region.• Providing Support to the OEM and Dealer.• Generate Cibil Report.• Prepare Cam.• Send file for Approval.• Prepare Disbursement checklist for disbursement.• Doing collection work.• Maintain Login, approved, disbursement and collection data.• Follow up the dealer for new cases.• Prepare post sanction documents.

Organization	Reliance Capital Ltd.
Duration	February 2014 to July 2019
Designation	Sales Co-ordinator (SME LAP, Equipment Finance etc)(Eastern Zone)

Responsibility	<ul style="list-style-type: none"> • Login & Disbursement of File • File checking and finding discrepancies • Co-ordination with CPA and Credit • Co-ordination between Sales & Credit for Closing of Files • Preparation of Post Documents • Maintain Daily MIS, YTD, QTD & MTD MIS of Eastern Zone • Advance Excel Vlookup and Pivot table for various MIS related reports. • Legal & Technical Paper preparation. • Co-ordination with dealers & DSA • Co-ordinate with advocate to issue legal notice (Notice 138).
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Organization	Smart Chip Limited (sister concern of Syscom Corporation)
Duration	March 2009 to Jan 2014
Description	<p>It is the largest smart card company in India with branches extending all across the country & head office in New Delhi. Smart Chip is a member of the global smart card group Sagem Orga. Sagem Orga offers: - a full range of smart cards, hardware, software, system integration and solutions for telecommunications, banking, health care sectors.</p> <p>Smart chip ltd it is a project under the Ministry of Defence India, which basically deals with defense personnel for issuance of smart cards & supply of different software.</p>
Designation	Operation Executive
Responsibilities	<ul style="list-style-type: none"> • Looking after the entire operation of Eastern region • Providing in house technical support to the clients • Generation of daily and monthly MIS for Management • Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, and/or presentation software. • To Collects, summarizes, formats, and interprets data regarding progress and status • Interpret administrative and operating policies. • Perform general office duties such as maintaining records management systems, and performing basic bookkeeping work. • Interaction with customer to know there needs and wants, to facilitate better service. • Dealing with customer to solve their queries & provide solution to their queries. • To maintain long term & profitable relationship with the clients.

Organization	Barclays Bank
Duration	August 2008 to February 2009

Designation	Sales Officer
Responsibility	<p>Entrusted with the responsibility of Revenue generation and profitability of the product, customer welfare by solving their queries & complain. My area of operation included to generate revenue for bank by selling SME loan of the bank & look after different referrals.</p> <ul style="list-style-type: none"> • Plan and implement business strategies to drive Revenue and Profitability. • Looking after customer satisfaction by solving their problems and providing solution to their problem. • Balance sales with service by maintain relationship with existing clients & loan holders. • Managing after sales service. <p>. WORKED AS A PREMIUM SALES OFFICER.</p> <ul style="list-style-type: none"> • Responsible for Maintain the high profiled clients. • To maintain relation with existing SME Clients. • Timely checking out their queries & complain on fortnightly basis.

ACADEMICS:

- **Bachelor of Arts.** (2005)
- **Higher Secondary (12th Std)** (2002)
- **Madhyamik (10th Std)** (2000)

LANGUAGE:

- Proficient in conversation and writing English, Hind and Bengali.

COMPUTER SKILLS:

- Good command over Windows, MS Word, MS Excel,.

Self Declaration

- I do here by declare that all statement are correct to the best of my knowledge.

Dated:

Place : Serampore

Shraddha Verma