

TAPAJIT PODDAR

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713232

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Personal Details

Date of Birth : 23 Dec, 1996

Marital Status : Single

Nationality : Indian

Father's Name : Tapas Poddar

Objective

I am an experienced in banking sector with a HDFC Bank. I have knowledge in Retail Branch Banking (RBB). To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately and enhance my professional skills, capabilities and knowledge. To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working experience, in a challenging and motivating working environment. Where I can fully use my skills for the success of the organization.

Banking Knowledge

CROSS SALE knowledge :

CASA, Term Loan

Personal Loan, Business Loan, Home Loan

Demat Account, FD, RD

Unsecured Loan (LG & LC)

Life Insurance (LI)

Standing Instruction etc.

I'm familiar with banking operations "FLEXCUBE" and CRM Next, DSSE and others. I know how to generate lead (LG) and how close that lead (LC), how to handle customer by providing customer services. I also know how to interact client by calling and physically. And also know new customer sourcing from reference in RBB.

Experience

2021 - Continue

HDFC BANK LTD (HDBFS)

Sales Executive

Working with HDFC Bank Ltd in the department of RETAIL ASSET 'Credit Card'.

Open new account from reference, suggestions. Accounts are opened with customers who do not have an account with us but are using a Credit Card and have taken a loan from HDFC Bank.

Answer internal or external calls in a friendly, professional, and caring manner which brings rewards in making some one else day brighter.

Enjoy assisting people and finding a solution to their problem, even to the extent of initiating conference calls and Third party Issues

Retail Card, Personal and Business credit card, and process card related changes.

Assist customers with credit card account management, including payment disputes, processing phone payments, and reviewing features of their accounts.

Achieve per month sales target.

Achievements & Awards

"Certificate of Excellence" FY 2021 - 22

Education

2014

WEST BENGAL BOARD OF SECONDARY EDUCATION

Secondary Education

2015 - 2016

WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION

Higher Secondary Education

Commerce

2016 - 2019

UNIVERSITY OF CALCUTTA

Bachelor of Commerce (B.Com)

Accounting & Finance

2019 - 2021

RAMAKRISHNA MISSION SHILPAMANDIRA COMPUTER CENTRE

Certificate in Financial Accounting (CFA), Certificate in E Taxation (CET),
Certificate in Payroll Management (CPM)

Financial Accounting

Languages

English

Bengal

Hindi

Skills

Team Handling

Problem Solving

Customer Relationship

Work Under Pressure

Metting Sales Target Every Month

Call Handling

Microsoft office

Advanced Excel (Vlookup, Hlookup, Pivot table)

Activities

Participating of the Social Activities

Watching Documentaries and Sports (Football)

Love to learn new words

Interests

Flicks

People

Sports