**Shrawanmishra**

Email: shrawan111bxr@gmail.com

Mobile: 9006204745/7903866240

**Objective:**

To work in a challenging and growth oriented organization providing innovative, dynamic & motivating career and proving myself as a valuable resource of the organization.

**Work Experience:**

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| --- | --- | --- |
| **Period** | **Designation** | **Organization** |
| 28 Oct 19 To Till date | Deputy Manager | HDFC BANK LTD |
| 07th Feb’18 To 16 OCT2019 | Assistant Manager | AXIS BANK LTD |
| 01th 1july ’14 To05 Feb 2018 | Processing Officer | HDFC BANK Ltd.  On payroll of ADFC Pvt. Ltd. |

**Work Exposure: Current Organisation HDFC Bank Ltd**

* Auditing and Disbursement for AL, PL, CV & TW, Trl,CE BL ,Car Loans loans as per TAT, Policy and with compliance of KYC norms.
* To attend Retail Loan customer services like Foreclosure, NOC, ECS, Swapping of
* Managing Franking and Stamping Activities at branch
* Doing Reconciliation of Franking GL and GL of all the Retail Asset Products
* Doing FTNR analysis for AL and UCL.
* Managing UCL Disbursement Tracker.
* Pdc’s, Repayment Schedule etc.
* Reconciliation of the Customer and Collection A/c’s
* Banking (Representing) of Pdc’s by cycle - wise
* CPA management with training to CPA staff for operations process/policy
* PDP disbursement for AL and UCL product and TW.
* Generating Leads for branch.
* Generating dump from Various FTP sites for internal branch auditing.
* To Attend Retail Loan customer query on customer desk like loans cancellation and rebooking.
* To Attend Retail Loan customer query on customer desk like interstate vehicle transfer NOC, non- repossession NOC, NOC for change in chassis n engine no., NOC for duplicate RC book, NOC for permit renewal in CV, vehicle transfer in within state, and NOC for taxi to private etc.
* Handling the two loan disbursement like file auditing and system disbursement.
* Fully awareness with APS/fin none (application processing system)
* Responsible for GR account reconciliation open item resolution, mapping, entry knock off etc.
* Co-ordinate with branches for customer queries like address change or updation, foreclosure unresolved open entries and land NOC also.
* To Attend Retail Loan customer query on customer desk like Foreclosure, Repayment, Schedule, NOC, ECS, swapping of Pdc`s etc.
* Files checking & co-ordination between sales & credit team.
* Reconciliation of the customer and Collection A/C`s.
* Banking (representing) of pdc's of cycle wise
* Coordination and properly follow-up with CPU and branch business team for timely and correctly resolutions of customer query.
* Preparation of various MIS Reports (Daily and monthly Basis)
* Co-ordination with Sales Manager/Credit manager
* To Attend Retail Loan Customer & Business Banking Customer query on customer desk like loans closure.
* Clearing through CTS
* CMS handling with different types of customer
* Account opening of Individual & All types of Current account

**Work Exposure: – Axis Bank**

**Working as an Assistant Manager under Small Business Banking Department (SBB) with AXIS Bank Ltd.**

* **I am a vital team member of the unit and a reliable backup with a diversified & valuable experience in various functional related to Customer Service and Loans operational areas**.
* **Auditing and Disbursement for BL ,CC, TL, OD, CP & QUICK OD loans as per TAT, Policy and with compliance of KYC norms.**
* **Files checking & co-ordination between sales & credit team.**
* **Co-ordination with Sales Manager/Credit manager**
* **Managing BUSSINESS Loan Disbursement Tracker.**
* **Doing Quality check analysis for all products.**
* **Managing Renewal and Enhancement Disbursement Tracker.**
* **PDC’s, Repayment Schedule etc.**
* **Banking (Representing) of Pdc’s by cycle - wise**
* **Preparation of various MIS Reports**
* **Generating Leads for branch.**
* **Generating dump from Various FTP sites for internal branch auditing.**
* **To Attend SBB customer query on customer desk like loans cancellation and rebooking.**
* **Handling the Renewal files disbursement like file auditing and system disbursement.**
* **Fully awareness with Finnone (application processing system)**
* **Responsible for Pivotal CRM reconciliation open item resolution, mapping, entry knock off etc.**
* **Co-ordinate with branches for customer queries like address change, mobile number,Aadhar number and GST updation, foreclosure unresolved open entries.**
* **To Attend SBB customer query on customer desk like Foreclosure, Repayment, Schedule, NOC, ECS, swapping of Pdc`s etc.**
* **Files checking & co-ordination between sales & credit team.**
* **Reconciliation of the customer and Collection A/C`s.**
* **Banking (representing) of pdc's of cycle wise**
* **Coordination and properly follow-up with CPU and branch business team for timely and correctly resolutions of customer query.**
* **Preparation of various MIS Reports (Daily and monthly Basis)**
* **Co-ordination with Sales Manager/Credit manager**
* **To Attend Small Business Banking Customer query on customer desk like loans closure.**

**Work Exposure:HDB Financial Services (Sister Concern of HDFC Bank Ltd)**

* **Auditing and Disbursement for AL, PL, CV & TW loans as per TAT, Policy and with complianceof KYC norms.**
* **To attend Retail Loan customer services like Foreclosure, NOC, ECS, Swapping of**
* **Managing Franking and Stamping Activities at branch**
* **Doing Reconciliation of Franking GL and GL of all the Retail Asset Products**
* **Doing FTNR analysis for AL and UCL.**
* **Managing UCL Disbursement Tracker.**
* **Pdc’s, Repayment Schedule etc.**
* **Reconciliation of the Customer and Collection A/c’s**
* **Banking (Representing) of Pdc’s by cycle - wise**
* **CPA management with training to CPA staff for operations process/policy**
* **PDP disbursement for AL and UCL product and TW.**
* **Preparation of various MIS Reports**
* **Generating Leads for branch.**
* **Generating dump from Various FTP sites for internal branch auditing.**
* **To Attend Retail Loan customer query on customer desk like loans cancellation and rebooking.**
* **To Attend Retail Loan customer query on customer desk like interstate vehicle transfer NOC, non- repossession NOC, NOC for change in chassis n engine no., NOC for duplicate RC book, NOC for permit renewalin CV, vehicle transfer in within state, and NOC for taxi to private etc.**
* **Handling the two loan disbursement like file auditing and system disbursement.**
* **Fully awareness with APS/finnone (application processing system)**
* **Responsible for GR account reconciliation open item resolution, mapping, entry knock off etc.**
* **Co-ordinate with branches for customer queries like address change or updation, foreclosure unresolved open entries and land NOC also.**
* **To Attend Retail Loan customer query on customer desk like Foreclosure, Repayment, Schedule, NOC, ECS, swapping of Pdc`s etc.**
* **Files checking & co-ordination between sales & credit team.**
* **Reconciliation of the customer and Collection A/C`s.**
* **Banking (representing) of pdc's of cycle wise**
* **Coordination and properly follow-up with CPU and branch business team for timely and correctly resolutions of customer query.**
* **Preparation of various MIS Reports (Daily and monthly Basis)**
* **Co-ordination with Sales Manager/Credit manager**
* **To Attend Retail Loan Customer & Business Banking Customer query on customer desk like loans closure.**

**Computer Proficiency:**

* Basic Knowledge of office Automation Programs

**(**Ms. Word, Ms Excel, Ms Power Point)

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| **Working Software’s – Current Organization** | |
| **Software’s** | * LOS. * RAMS. * Flexcube * FinnOne * Laser Soft * CUR. * Shock and Awe. * LTS. * INTS |
|  | * CRM NEXT |

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| --- | --- |
| **Working Software’s – Previous Organization** | |
| **Software’s** | *  LOS. *  Finacle *  Shikhar *  FinnOne. *  Pivotal CRM *  Trace *  Sampark |
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**Educational Qualification:**

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| **Degree** | **Institute** |  |
| B.sc | Veer kunwarsingh university | 1stDiv |
| Sr. Secondary | Bihar board secondary school | 2ndDiv |
| Secondary | C.B.S.E | 2ndDiv |

**Extra Curricular Activities:**

* Actively participated in speech competitions held at school level.
* Award won for best customer service executive for the month of Apr-June 2015.

**Strengths:**

* Positive attitude & determination.
* Ability to work in tough conditions.
* Ability to handle projects independently with team spirit.

**Personal Details:**

**Fathers Name : S**hri madanmohanmishra

**Date of Birth : 13**/01//1991

**Marital Status :** married

**Languages Known :** English, Hindi & Bhojpuri

**Hobbies :** Singing Song, Reading magazines

**Permanent Address :** **:**Vill +Po :-Barkagaonmansinghpattipin :-802118

**Personal Attributes :**

: Hardworking

: Confident

: Ability to do work in stressful conditions

: Dedicated to work

: Have positive attitude

**I hereby confirm that all the above information’s are correct in my knowledge.**

**Bihar**

**Date : - ............. Shrawan mishra**