
RESUME



Mr. PRONoy MAZUMDER

Contact No: 7001581307

Gender: Male

Nationality: Indian

Date Of Birth: 04/09/1997

Language: English, Bengali, Hindi

Address: Siliguri, Darjeeling, West Bengal, 734427

Email id: pronoymajumdar16@gmail.com

Interests: Painting, Street Photography, Cricket

Professional Summary

CAREER OBJECTIVE: - To enhance my professional skills, capabilities, and knowledge in an organization which recognizes the value of hard work and trust me with responsibilities and challenge

SKILLS SET

- Excellent customer service skills, attentiveness, information retention, and diplomacy in dealing with both customers and employees.
- Excellent capabilities in developing high quality content (e.g., for reports, presentation, special projects) with attention to detail and accuracy in delivery.
- Good problem-solving skills, ability to prioritize multiple and competing tasks and perform as team player.
- Ability to multitask, working to deadlines accommodating varying levels of volume without deterioration in task.

WORKEXPERIENCE

Relationship Manager - Retail Agri (Assistant Manager)

HDFC Bank Ltd (Siliguri) – November 2022 - Till Now

- Provide working capital limit to the business profile also provide agriculture loans (KGC, CC, OD etc.) to the customers.
- Acquire new customer for the organization via cold calling through assign market.
- Need to deal with various banking products such as gold loan, credit card, fixed deposit etc.
- Provide Guidance to junior Employees (Branch Sales Executive) and solve their problems.
- Manage working capital portfolio, provide service to them, and generate business from them.

Customer Relationship Officer (Assistant Manager)

Bandhan Bank Ltd (Siliguri) –March 2020- October 2022

- Banking Audit Related Operations such as locker related operations, gold loan processing, banking, reports monitoring, AOF processing, Cash handling, Customer Request Processing.
- Provide Guidance to junior Employees (Branch Sales Executive) and solve their problems.
- Dealing with Banking Products Such as Business Loan, Home Loan, LAP, Personal Loan, Gold Loan, Mutual fund, RD, EDC machine, FD, Saving Account, Current Account, LI, GI

COMPUTERKNOWLEDGE

- **Certification on Computer Financial Accounting (CFA)**
- Knowledge with Microsoft Office kit- MS excel, Word, Power point.
- Good knowledge of Management software and usage of its tools.
- Banking software-FIS, Flex cube

DECLARATION

Project Title: Customer Satisfaction on Banking Products

Project Area: Marketing

Company: Indian Overseas Bank, Kolkata, WB

Duration: 2 Months

EDUCATION QUALIFICATION

NAME OF EXAM	SCHOOL/BOARD/UNIVERSITY	PASSING YEAR	PERCENTAGE	SPECIALIZATION
Master Of Business Administration (MBA)	Eastern Institute for Integrated Learning in Management (EILM)	2020	66%	Major-Marketing Minor- Finance
B.COM (HONOURS)	University Of North Bengal	2018	50%	Accountancy
Higher Secondary (12th)	WBCHSE	2015	67%	Commerce

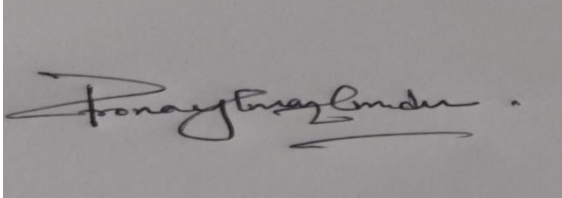
DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Date: 10/12/2022

Please: Siliguri

Sincerely,



(Pronoy Mazumder)