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POKHARA, NEPAL 02



NEPALI

EDUCATION

Bachelor of Business
Administration: BUSINESS
KRMM COLLEGE, , INDIA, July
2012 - April 2015

LANGUAGES

Hindi

Fluent

English

Fluent

Tamil

Fluent

Nepali

Fluent

Malayalam

Intermediate

DAN BAHADUR

WORK HISTORY

September 2022 - Current

CONDOR BUILDING CONTRACTING LLC - Document Controller, Dubai, UAE

- Coordinated Electronic Document Management System (EDMS) with strong technical knowledge.
- Helped to assimilate key documents for company-wide projects.
- Bolstered data security to protect integrity of files.
- Organised, filed and stored electronic and physical files to maximise traceability.
- Conducted complex search and retrieval requests for clients and industry professionals.
- Implemented consistent and logical numbering conventions for project documents.

May 2021 - January 2022

RBL BANK - Bank Relationship Manager, CHENNAI, INDIA

- Continuous engagement with the portfolio customers mapped as per the contact policy, with accurate and complete capture of interaction details
- Call handling as per defined standards
- Promoting digital banking services for a superior customer service experience
- Profiling of customers in order to aid right cross-servicing of bank products
- Regular interaction with the customer and pro-actively assessing customer needs
- Ensuring retention of customers

January 2017 - April 2021

INDUSIND BANK - Customer Support Executive, CHENNAI, INDIA

- First point of contact for the clients: answering queries, offering advice and introducing new products
- Constant interaction with Senior Management
- Processing new client accounts, maintaining customer accounts and implementing changes to existing accounts
- Provide process training to the new hires and share feedback
- Timely flagging of issues to the Client /Senior Management
- Prepares MIS reports by collecting, analyzing, and summarizing information
- Share feedback and updates to the team

SKILLS

- Database management
- CRM technologies
- Customer service
- Document management
- Project scheduling