



# AKASH PAUL

Floor Manager



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KOLKATA, West Bengal

## PROFILE • ABOUT ME

A highly organized and hard working individual looking for a Banking Operations and Customer Service position to gain a practical experience and also to make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience and build up a harmonious relation in between the clients and company.

## EDUCATION

### High School

St Joesph & Mary's school  
ICSE – kolkata, West Bengal

Completed, May 2010  
Marks 8.2 [CGPA], Division I

### Science Stream with Computer Applications, Intermediate

St Joesph & Mary's school  
ISC – kolkata, West Bengal

Completed, May 2012  
Marks 6.6 [CGPA]

### Hospitality, Travel, Tourism and Customer Service, Diploma

Frankfinn Institute of Air Hostess and Training  
ICM – kolkata, West Bengal

Completed, June 2013  
Marks 9.8 [CGPA]

### Philosophy , Bachelor of Arts

Jadavpur University  
Jadavpur University – kolkata, West Bengal

Completed, June 2017  
Marks 5.3 [CGPA]

### Philosophy , Master of Arts

Jadavpur University  
Jadavpur University – kolkata, West Bengal

Completed, June 2019  
Marks 5.6 [CGPA]

## WORK EXPERIENCE

### Sales Officer

HDFC BANK

Aug 2019 - Dec 2019  
kolkata, West Bengal

As a Sales Officer in HDFC Securities (August 2019-December 2019), I have

- Collaborated with a team consisting of 10 members and was responsible for opening of Trading/ Demat account
- Handling payments and refunds at the busy cash desk and welcoming an average of 70 to 90 customers on a daily basis
- Utilising interpersonal and communication skills while providing exceptional customer service and engaging with customers to take their feedback and recommendation and solve their problems
- Offering friendly and approachable assistance and gaining teamwork skills by supporting the work of others and acting as a vocal and engaged team member while positively and confidently responding to assigned tasks
- Demonstrating online bank service to the customers and doing cold calls to them when they find difficulties in online transactions and visit their premises if they are unable to come at our bank branch and also generating new client prospects from them
- Achieving target of fulfilling CASA accounts , both the current account and savings account of a financial year
- Opening up of DIYSIP plans and demonstrate them its long term benefits
- Opening up of new NRI, NRO accounts
- Giving new credit card customer base to the organisation and visiting new customer leads generated from the bank branch and also generate new leads by own interpersonal skills
- Selling Max Bupa Life Insurance, Mutual Funds to the existing and new customers to the bank
- Attending and engaging in team meetings related to budgets and targets and company updates

### **Sales Officer**

PACT EMPLOYMENT SERVICES

Jul 2020 - Dec 2020

Dubai, Dubai  
United Arab Emirates

As a Sales Officer in Pact Employment Services ( DSA of Emirates Islamic ), I have made

- Credit retention strategies
- Customer care skills
- Cash handling and budgeting
- Analyzing and balancing customer financial needs
- Knowledge of financial and credit products
- Familiar with private banking standards
- Developed analysis of customer base that redefined accuracy of services and product usage that helped bank redefine how to market.
- Identify business opportunities to increase brand and revenue.Design, implement and maintain bank revenue objectives

### **Floor Manager**

SBI CAP SECURITIES

Mar 2021 – Mar 22  
kolkata, West Bengal

As a Floor Manager in SBI CAP SECURITIES , I have made

- Collaboration with a team of 15 members under the jurisdiction of Sales manager and Regional Head.

- Work closely with the team members and effectively manage leads for achieving E broking accounts target of designated bank branches.
- Plan different kind of Promotional activities to boost Sales Numbers and develop pipelines.
- Focus and drive high revenue accounts and General Insurance for ensuring cost neutrality for the bank branches
- Opening up of Demat and Trading account
- Assisting walk- customers and delivery them with their suited service need
- Working with the service manager , do field visit, and bringing new clients for savings account
- Achieving target of Arogya Plus Health insurance of the bank branch , General insurance of automobiles

Financial Consultant ( Freelancer)

March 2022- Current

Executed the loan origination process, including ordering credit reports, appraisals and preliminary title reports.. Ensured the correct amount of cash was given and received for transactions.

Assisting customers for making of Trade License, IT Returns

Issued business loans, project loans, mortgage loans and managed them with the assigned loan portfolio.

Improves loan applications and documentation by informing applicant of additional requirements.

Investigated and interpreted personal data provided by the customer to resolve discrepancies.

Collection and recording of supporting documentation from customers and other relevant parties per RBI and bank regulations.

TRAINING & CERTIFICATIONS

- Excel in Business, North American University , 2020
- Business English , North American University, 2020
- Travelport Galileo, Frankfinn Institute of Airhostess Training , 2013
- Diploma in Hospitality ,Travel ,Tourism and Customer Services, ICM, 2013
- NANDAN CENTER OF FINE ARTS, BANGIYA KALA PARISHAD, 2004
- CHANDIGARH KALA PARISHAD, 2005

SKILLS

Good communication skills to build relations with customers face to face		Strategic Planning	
Good persuasion skills and ability to work under constraints		Problem solving attitude and negotiation skills	
Time Management		Team Work	
Creativity		university	
Certificate course on Business English from North American			

Have done drawing  
courses till Intermediate  
Level



Leadership



Certificate course on  
Excel on Business from  
North American  
University



Have a proficient  
computer knowledge in  
basic computing(  
COMMAND PROMPT,  
BASIC, JAVA, Ms Office



), in Ticketing Course  
(GALILEO)

## COMPUTER PROFICIENCY

- Windows 7 ●●●●
- Windows 10 ●●●●
- JAVA ●●●●
- C ●●●●
- MS OFFICE ●●●●
- GALILEO GDS ●●●●
- FLEXCUBE ●●●●

## LANGUAGES

- English ●●●●
- Hindi ●●●●
- Bengali ●●●●
- Sanskrit ●●●●
- Italian ●●●●

## PERSONAL INTERESTS

Reading Novel , Autobiographies , Spiritual books, Contemporary Philosophy books,  
Psychology books, Fiction and self-help

## PERSONAL INFORMATION

Father's	Mr. BANKU PAUL	Marital Status:	Single
Name:		Birthday:	09/12/1993
Nationality:	Indian	Gender:	Male

## DECLARATION

I, AKASH PAUL, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

AKASH PAUL

KOLKATA, West Bengal