

CURRICULUM VITAE

Vijay Kumar

Permanent address:

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Career Objective

Contemplate working in private/public sector, learning from the experience of life, striving for consistent improvement in becoming a proficient leader & contributing towards the betterment of the society.

Education Qualifications

- 10+2 CBSE Board (commerce)
- B.com (University of Delhi)
- M.com (IGNOU)

Computer Skills

- Computer knowledge like MS Office (MS excel, MS word, MS PowerPoint), Basic Internet Applications.
- Certified in Computer financial accounting.
- Certified in KYC and AML from IIBF (Indian Institute of Banking and Finance).
- Certified in Business correspondence from IIBF.

Work Experience & Job Responsibilities

1. Approx. 2 year (September 2019 to March 2021) experience in HDB financial services Ltd as Junior Phone banking officer.

HDB Financial Services (HDBFS) is a leading Non-Banking Financial Company (NBFC) that caters to the growing needs of an Aspirational India, serving both Individual & Business Clients.

Job Responsibilities-

- Handling customer queries related to their Account, Credit card & Loans.
- Place request for the re-issuance of credit cards.
- Raising complaint related to fraud and unauthorized transactions.
- Handling customer complaints and follow-ups.
- Resolve customer queries and provide them their account related information.
- Worked on these applications (CBCI, CMS, FLEXCUBE, CSP, CRM, RAP).

2. Approx. 1 year 3 Months experience YES BANK (Plada infotech services Pvt. Ltd.) as Phone banking officer.

Job Responsibilities-

- Handling customer queries related to their Account, Credit card & Loans.
- Handling GIB (global Indian banking) NRI customer queries related to their accounts and credit card.
- Blocking and Hot listing of debit card.
- Place request for the re-issuance of debit card.
- Handling customer complaints and follow-ups.
- Resolving customer queries and provide them their account related information.
- Raising complaint related to fraud and unauthorized transactions.
- Resolving query related to KYC of accounts.
- Worked on applications (GENIE, CMS, ORACLE FLEXCUBE, ACS, CRM, KALIEDOSCOPE, DMS, YESPULSE).

3. currently working in NATWEST GROUP as analyst since December 2022.

Job Responsibilities-

- Sorting and indexing of customer's query.
- Checking customer's request and send to particular department like account opening, account closing, account amendments, add party, payment transfer, loan related etc.
- Mailing and taking follow up cases related to loan and current/business account department.
- Sharing customer's query with different departments so that customer can get resolution within TAT.

Personal Details

Name	: Vijay Kumar
Father's Name	: Late Sh. Gabbu Prasad
Mother's Name	: Smt. Lalmati Devi
Date of Birth	: 01-03-1992
Nationality	: Indian
Gender	: Male
Marital Status	: Single
Interest	: Watching discovery channel, listening music.

I hereby declare that all the information mentioned above is correct and complete to the best of my knowledge and belief.

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