



Nagaraju Parsa

**Customer Service
Manager**

Contact:

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Email:

nagarajuparsa.np92@gmail.com,

Languages Known:

- English
- Hindi
- Telugu

Skills:

- Work Prioritizing
- Fast Learner
- Quick Decision maker
- Strong interpersonal & communication skills
- Pressure Handling
- Drive to exceed expectations coupled with comprehension of financial markets
- Well versed with concepts of financial & Banking.

Objectives

To work in a professional environment which opportune excellent growth prospectus and to take up innovative and challenging to build a career which will help me to realize my potential and maximize company's productivity.

Professional Experience

Customer Service Manager (Deputy Manager)

at IndusInd Bank, Siddipet, Telangana, India.

(Oct-2019 to Oct-2021)

Service Officer (Assistant Manager)

at Kotak Mahindra Bank LTD, Siddipet, Telangana, India.

(Jan-2018 to Oct-2019)

Customer Service Officer (Service Officer)

at ICICI Bank LTD, Siddipet, Telangana, India.

(Jan-2016 to Jan-2018)

Job Roles & Responsibilities:-

- Provide superior customer service in a professional and friendly manner.
- Maintain a high level of knowledge about the Bank's products and services, and ensure customers are provided with accurate information.
- Assist customers with self-service banking.
- Attend to customers in an orderly manner to ensure a positive customer experience.
- Process transactions efficiently and accurately while maintaining high service standards.
- Adhere to all Bank policies and procedures, corporate security policies, regulatory guidelines, industry service standards and codes of conduct.
- Record keeping as per branch requirements and the Bank's policies and standards.
- Ensure accounts are opened according to the Bank's product and service guidelines.
- Cash Deposits & Payments ,Non cash transactions like DD/ Transfer /NEFT/ RTGS/ Cheque Clearing etc.
- **Maximize Sales Revenue:-**
 - Achieve sales targets like new accounts, investments, fixed deposits, recurring deposits, credit cards, debit card up gradations, health insurance, life insurance products assigned by the supervisor/ Branch Manager.
 - Identify opportunities to promote the Bank's products and services; where appropriate, cross-sell and refer them to relevant branch or Bank staff.
 - Active participation and support for branch sales campaigns.

Personnel Data

Date of Birth : 14th June 1992

Nationality : Indian

Gender : Male

Marital Status : Married

PP Number : M 7469804

Visa Type : Visit Visa

Expiry : 28th January 2022

Educational Qualifications:

- ❖ Post Graduate Diploma in Banking Operations (**PGDBO**)
2015-2016 (NIIT, Hyderabad, India)
- ❖ Master of Business Administration (**MBA**)
2012 – 2014 (JNTU, Hyderabad, India)
- ❖ Bachelor of Commerce (**B.Com**) Computer
2009-2012 (Osmania University, Hyderabad, India)

Technical Skills:

- MS Suit
 - MS Word
 - MS Excel
 - Power Point
 - MS Outlook
- Banking Related Softwares
 - Finacle
 - CRM
 - Talisma
 - I Works
 - Siebil

Declaration:

I hereby declare the above information is up to best of my knowledge and true.

Sd/-

Nagaraju Parsa