AJAYVEER.S.BHULLAR

Professional Banker And Customer Service Representative

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| **Address -:** Mohali, PUNJAB, 140307  **Phone -:**9876601153  **E-mail -:** Bhullarajayveer@yahoo.in |  |

* Highly motivated, creative and versatile executive with special focus on satisfaction and quality of service. A talent for analyzing problems , developing and simplifying procedures and finding innovative solutions. Especially skilled at building effective, productive working relationships with clients and staff. Excellent management and negotiation skills.
* Effective communication skills, both oral and written. Experienced banking professional with superior attention to detail and highly ethical nature. Dedicated to maintaining optimal security and customer satisfaction while meeting ambitious sales targets. Well-versed in industry regulations and asset protection strategies.
* Smart professional with proficiencies in MS Office, and banking software like TCS and Omniflow. Promoting customer engagement with positive attitude and winning smile. Searching for new with busy bank that values honesty and commitment to excellence.

**Skills**

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| Cash handling expertise |

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| Revenue Generation |

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| Operational improvement |

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| Customer service |

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| MS Office |

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| Compliance reviews |

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| Business Operations |

**Work History**

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| 11/21—Current | **Senior Sales Officer (AM)**  *YES BANK, MohaLi, Punjab*   * Efficient In handling Branch Customer Engagement, Providing them excellent service satisfaction from time to time. Also biding them into the better banking relationship.. * Promoted products or services to each customer to consistently achieve sales targets. * Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions. * Identified sales opportunities and referred customers to branch partners in financial services. * Cross Selling of products like – SA, CA, FD, RD, Mutual Funds , Life Insurance * Proficiency in the products like TASC, HUF, CA by detailed dealing with the govt. departments, schools, well reputed trusts. * Managing Customer Portfolio and providing valuable services * Increased customer satisfaction by resolving service related issues. * Acquiring New customers and deepening of account balances for existing customers. |
| 02/21—11/21 | **Relationship Officer**  *AU SMALL FINANCE BANK, Zirakpur, Punjab*   * Efficient In handling Branch Customer Engagement, Providing them excellent service satisfaction from time to time. Also biding them into the better banking relationship.. * Promoted products or services to each customer to consistently achieve sales targets. * Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions. * Identified sales opportunities and referred customers to branch partners in financial services. * Cross Selling of products like – SA, CA, FD, RD, Mutual Funds , Life Insurance * Proficiency in the products like TASC, HUF, CA by detailed dealing with the govt. departments, schools, well reputed trusts. * Processing of Account opening forms and Instructions. * Managing Customer Portfolio and providing valuable services * Increased customer satisfaction by resolving service related issues. * Acquiring New customers and deepening of account balances for existing customers. |
| 01/2019—01/2021 | **Senior Sales Officer**  *IDFC First Bank, Panchkula, Haryana*   * Efficient In handling Branch Customer Engagement, Providing them excellent service satisfaction from time to time. Also biding them into the better banking relationship.. * Promoted products or services to each customer to consistently achieve sales targets. * Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions. * Identified sales opportunities and referred customers to branch partners in financial services. * Cross Selling of products like – SA, CA, FD, RD, Mutual Funds , Life Insurance * Proficiency in the products like TASC, HUF, CA by detailed dealing with the govt. departments, schools, well reputed trusts. * Managing Customer Portfolio and providing valuable services * Increased customer satisfaction by resolving service related issues. * Acquiring New customers and deepening of account balances for existing customers. * Ensuring Timely closure of Service Related Issues Of Customer. |

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| 05/2018-12/2018  02/2017-03/2018 | **Sales Officer**  *Hdfc Bank Ltd, Mohali*   * Identified sales opportunities and referred customers to branch partners in financial services. * Promoted products or services to each customer to consistently achieve sales targets. * Issuance of Fixed Deposit and Recurring Deposit * Increased client and supplier satisfaction by solving complex issues with efficient resolutions. * Answered telephone inquiries on banking products including checking, savings, loans. * Provided high-level customer service through friendly approach, strong professionalism and timely assistance with customer transactions.   **Telesales Manager (Team Handling)**  *Vantegic Technologies pvt. Ltd., Mohali*   * Process of Amazon Cataloguing, reporting of the team sales and cataloguing of the products of customer. * Identifying new customers from new sources through online mode. * Providing customer service and satisfying them for their needs. * Answered telephone inquiries for the new tie ups of the products. |

**Education**

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| 05/2015–06/2017 | MBA: Marketing And Human Resources  *Khalsa College(Asr.)of business studies and technology (Pbiuni.) - Mohali*  Completed MBA in Marketing and Human Resources with 68.6%. |

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| 04/2012– 05/2015 | Bachelor of Business Administration: Commerce  *Chandigarh University–Mohali*  Completed Bachelor Of Business Administration From Chandigarh University (Mohali) With 5.8 CGPA |

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| 04/2010- 04/2012 | High School: Commerce  *KirpalSagar Academy–Nawashahar (punj.)*  Completed my High School (12th Standard)under C.B.S.E Board From *KirpalSagar Academy* (Nawashahar) with 71% Marks. |

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| 03/2002– 04/2010 | Secondary School  *Assumption Convent School - Abohar*  Completed My Secondary Schooling (10th standard) Under I.C.S.E Board From *Assumption Convent School - Abohar*with 67.7% marks |

**Accomplishments**

IDFC First Bank

* Promoted as Senior Sales Officer in jan 2020.
* Pan India 1St ranking for the contest launched in Feb,march(2019) by completing 88 SA accounts.
* Certificate of Recognition for Best performer(April 19).
* Certificate of Recognition for Regional Level Contest. (june 19).
* Certificate of Recognition for Zonal Level Contest. (sept 19).
* Certificate of Recognition for Zonal Level Contest. (Feb 20).
* Certificate of Recognition for Zonal Level Contest(NR) .(July 20).

**Additional Information-:**

Personal Details

1)Father's name: Mr. Jatinder Singh Bhullar

2) Date of Birth: Dec 31, 1993

3)Marital Status: Unmarried

I hereby inform that the given information is true to the best of my knowledge.

**AJAYVEER.S.BHULLAR**