

SURENDRA KUMAR MAHTO



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OBJECTIVE

To join a rising organization where I can utilize my potential and strengthen my worth through my knowledge and hard work for its development.

EDUCATIONAL QUALIFICATION

Qualification	Institute	Board/University	Year	Percentage
S.S.C	High School Dugda ,Bokaro	State Board Jharkhand (JAC RANCHI)	2009	65.40
H.S.C	RVS INTER COLLEGE BOKARO	State Board Jharkhand (JAC RANCHI)	2012	45.00
B.E/B.Tech (Mechanical Engineering)	Vedica Institute of Technology Bhopal	RGPV University BHOPAL	2016	6.99

TRAINING

- **Major Training**
Steel Making, SAIL SEP-OCT 2014
- **Minor Training**
Power Generation & Transmission, DVC JULY-AUG 2015

CERTIFICATION

- Diploma in Computer Application (DCA) From Rashtriya Computer Prashikshan Pariyojna , Dugda (Jharkhand).

EXPERIENCE

1. HDFC BANK LTD

(From Oct 2019 To July 2021)

I have worked in HDFC Bank Ltd as a Personal Banker.

Job Role - Relationship Manager

Post - Deputy Manager

Grade - E2

Joining Date - 1st October 2019

Workings Are :-

* Relationship Management for a portfolio of customers * Responsible for cross sell and enhancing relationship with existing customers.

* Customer service to ensure walk in customers issues.

* Managing of operations like Ac opening/closures, fixed Deposits, Lockers, Forex , CRM, Activation depletion etc * Deepening of existing Current and Saving Account Relationships.

* Generations of referrals from internal databases.

* Report generations , filing and review all critical reports, Monitor cash levels, Fraud Control etc.

* Custodian for deliverables.

* Cost Management and staff productivity.

* Ensuring proactive customer migration to direct banking channels such as net banking /E —Net , Phone banking , Insta alerts , Email statement etc depending on customer need and transaction preference .

* Exploring potential for new to bank customer acquisition - through referral from group companies, Business associates (dealers/ vendors) etc.

* Maintain continuous customer engagement through customer visits/ contacts and proactively resolve Customer issues/ queries.

2. SAIL (From December 2016 to June 2019)

I have worked as an Associate Engineer on Contractual Basis in Oxygen Plant (Gas Utilities) BSL (Steel Authority of India LTD) SAIL Bokaro Plant.

I have joined Oxygen Plant in December 2016.

I have more than 2.5 years of experience in Oxygen Plant.

Workings are :-

- 1. Hydraulic Testing of Pressure Vessels in Oxygen Plant**
- 2. Operation**
- 3. Maintenance of Compressors**
- 4. Production of Oxygen , Nitrogen & Argon**
- 5. Ultra Sonic Test on Vessels for Thickness of Vessels**

SKILL

- Skilled in MS Office.
- Ability to analyze information.
- Ability to handle critical situation.
- I am a Quick Learner.
- Honesty and loyalty.
- Punctuality.
- Good leadership qualities & like to work in the team also.
- Good communication skills, presentation skills, team player.

HOBBIES

- Playing Outdoor Games, Listening to Music, Cooking, Watching Movie, Bike Riding etc.
- Winner in Cricket Tournament Hosted by RKDF University, Bhopal.

DEMOGRAPHICS

- Gender : Male
- Dob : 14/10/1994
- Father name : Mr. Girdhari Mahto
- Nationality : Indian
- Marital Status : Single
- Languages : English, Hindi.
- Blood Group : B +Ve
- Identification Mark 1 : A cut mark on my left shoulder.
- Identification Mark 2 : A scar on my right cheek.

PERMANENT ADDRESS

- AT S/O GIRDHARI MAHTO 16 KARMATAND
- PO - KARMATAND
- PS - DUGDA
- DIST - BOKARO
- STATE - JHARKHAND
- PIN - 828307

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bokaro
Date: 12/07/2021

Surendra Kumar Mahto