

SAKSHAM DUBEY

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Communication Add: – Ward no-04, ShyamaPrasad Mukherjee Nagar, Post- Itwa, Dist- Siddharthnagar

To play an innovative and leading role which is full of challenges that inspires me and , Polish my skills to give my best to the organization.

Career Objective

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Experience Summary

- Total 4.7 Years of Banking and finance Experience.
- Currently working as a Regional HR , Talent Acquisition Sr. Executive in Chaitanya India (Navi Technologies)
- 1 Year experience as Customer Sales Executive in **lenergizer ,Noida**
- 2 Years experience as a Customer Support Officer in **Utkarsh Small Finance Bank**
- 2 Month Experience as Auditor in **Kamal fincap pvt ltd**
- 1.6 Year Experience as Branch Operations Manager in **Svatantra Microfin Private Limited. .(Adityabirla Group)**

PROFESSIONAL SNAPSHOT

- An astute professional with 4+ **years** of experience in Banking, in the Migration, implementation, operations and support functions of mission-critical banking business solutions.
- Comprehensive understanding of Banking concepts
- Adept in analyzing information Customer needs, evaluating Client requirements,
- An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with banks and other project managers.
- **Got a Many Appreciation letters by Banks.**

Career Abstracts

- 4+ Years of work experience in Banking , Sound knowledge of Banking Terms and Finacle and OMNI& CBS Application
- Knowledge of **Banking Application Finacle Software (Infosys), TCS BANCS&Flexcube and OMNI Application.**
- Exposure to work at onsite. Already worked in 6 District Onsite.
- Specialized in Client requirement analysis.
- Involved in direct communication with administration during various banking phases.
- Good Interpersonal and Communication skills.

SKILL SET

Banking

- **Branch Management**
- **Operations**
- **Lead Generations**
- **Management of online marketing**

Domain Expertise

4,7 Years experience of **Banking/NBFC/MFI** sector and working experience of Various other banking product with the support of various channels.

Work Experience:

1- Currently working as Regional HRBP in Chaitanya India (NAVI TECHNOLOGIES)

- 1- Recruitment of CRE
- 2-Onboarding CRE and NAPS candidates
- 3- Attended campus drive in NIELIT GKP, PMKVY,
- 4- Provide NAPS candidate a good skills in good environment and certificate to them.
- 5- Handling Employee Grievance through call to care daily basis

2- worked as Branch Operations Manager in Svatran Microfin Pvt Ltd from Jan 2021 to 29-07-2022

- Played as a Functional role for new business or regularity enhancement in existing functionalities, as well as responsible for Production Support
- Analysing the performance report and do as per the requirement
- Preparing reports from backend through outlook (Excel) for monitoring the business activities.
- Responsible for achieving targets related to Corporate & Retail assets
- Responsible for checking the Interest of client and solve it as per the Client and company reports.
- Identifying new business generation leads , exploring new districts for converting leads into sales
- Participating in meeting with teams of other department as well as with administration for major issues.
- Responsible for Branch Business Plan to get the goal and ensure that bank is profitable
- Stakeholder Management
- Contacting Potential Client for lead generations and execute it through Operations & IT Team
- Onboarding of selected candidates after training through Svatran Mitra Bot facebook messenger.
- Provide training to TSFO's and assign mentor to them , while in training take test of TSFO's and send them to certification.
- Arranging the food payment and updating their attendance through UDAAN Portal.
- Worked on many portal like UDAAN, SVATRAN MITRA BOT,GURUKUL etc

3-Worked with Utkarsh Small finance bank as a Customer Support Officer from Dec 2018 to June 2020-

- Worked for Banking
- Strong experience in Core Banking
- Proven and demonstrable experience of successful Solve CBS issue within time.
- Skilled in Process Consulting and re-engineering key retail and corporate banking processes.
- Loan Disbursement , CIBIL check of those client
- Highmark check and entry of those required client in CBS.

4-Worked with Kamal Fincap Pvt Ltd as a Audit officer from Nov 2020 to JAN 2021

- Played major role in Audit department in a very short span
- Responsible for Auditing the business case
- Responsible for 03 branches and 1 territory business (Gorakhpur)
- Planning and monitoring Audit requirements
- Translating and simplifying requirements
- Requirements management and communication
- Requirements analysis and gap analysis
- **Responsible to lock maximum number of MTCN and achieve the target successfully**
- Responsible of hiring agent and to train them for the standards of company requirement.
- Giving the presentation of weekly review to Senior level management.

5-Worked With Ienergizer as a customer support executive from Dec2017 to Dec 2018

- Inbound calling and Outbound calling of NAAPTOLL PROCESS
- Customer Grievance redressal mechanism solve within TAT,
- Responsible of achieving Sales target with minimum shrinkage.

Strengths & Capabilities

1. Competitive, Efficient, Hard and Smart Working and Goal Oriented.
2. Commitment & Ownership.
3. Logical and Positive Approach.
4. A good team player and excellent commitment to co-operative team work.
5. Integrity and uncompromising.
6. Clarity in communication.
7. Positive attitude even in adverse conditions.
8. Take pride in doing a good job and achieving good results within the set duration of time.

Educational Background:

- **MCA** from **Jaipur National University**
- **ADSD** (Advance diploma in software development) from **NIELIT** 2015-16
- **O-Level** from **NIELIT (National Institute of Electronics and Information Technology)** 2014-15
- Intermediate from UP Board
- High school from UP Board

Personal Details

Permanent Address : Vill-Kapiya , Post- Itwa , Dist- Siddharthnagar, 272192
Communication Add : Vill-Kapiya , Post- Itwa , Dist- Siddharthnagar, 272192

Date of Birth : 23-04-1995

Father's Name : Mr. Kuldeep Kumar Dubey

Marital Status : Married

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.

DATE :-

(Saksham Dubey)