

Arshad Ahmad Siddique

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Objectives: - Looking for a high growth opportunity in organization providing a good working environment along with suitable opportunities of professional development. Seeking Challenging assignments in Managerial role in an organization of reputed in the vertical of Administration and operation for a career encompassing professional and personal advancement.

Professional Summary: -

Presently Designated with SamruddhaJeevan Multi State Multi-Purpose Cooperative Society Ltd. as a Operation and Accounts Manager looking after the entire function of the branch which includes Operation, Accounts, Policy Servicing, HR, Renewal and Lapsation, Customer Service, etc.

A dynamic and result-oriented Managerial Professional with around 3 years of sound exposure in the field of Customer Service, Sales and Operation.

Motivated and goal driven team leader with strong work ethic, continuously striving for improvement couples with excellent administrative aptitude and the commitment to offer quality work.

Possess good communication skills and relationship skills with expertise in the following area.

Achievement: - Working with Samruddha Jeevan Multi State Multi-Purpose Cooperative Society Ltd. Company has promoted as an Admin and HR Manager Including Past responsibility as well. **Tally ERP-9 MsExcel, TDS, Service Tax, GST.**

5Organizational Summary: -

Company Name: - Samruddha Jeevan Multi State Multi-Purpose Cooperative Society Ltd.

Duration: - 14 Aug.2013 – 20 March 2023

Designation: - Account Operation Executive

Organizational Summary: -

Company Name: - Samruddha Jeevan Foods India Ltd.

Duration: - Sep.2012 – 13 Aug 2013

Designation: - Account Operation Executive

Job Description: -

- Managing entire function of the branch which includes Back Office Work, Administration Work, Accounts, HR work.
- Responsible for the entire Office Operations, Training, Cash Management, Office Administration etc.
- Ensuring exceptional customer service experience for each customer every time.
- Ensuring smooth operations work on and off the office floor.
- Ensuring Controllable costs are maintained within the budget.
- Keen customer centric orientation with excellent communication skills and ability to interact effectively with key personnel at all levels.
- Hands on experience in conducting cross training with procedures & preparing reports, presentations, manuals and other documents as needed.
- Additionally responsible for processing new account & maintenance for both cash and non-cash transaction on the day of receipt or the agreed to service levels.
- Responsible for accumulate Weekly & Monthly Accuracy & Productivity report.
- Chase onshore team regarding updates & Discuss errors.
- Excellent interpersonal & communication skills with strong abilities in client relationship management.

Company Name: - Birla Sun Life Insurance - Aditya Birla Group
Duration: - Feb 2010 – May 2011
Designation: - Operation Executive

Job Description: -

- Solving the Problems related to Documentation.
- Office maintenance and administration works.
- Coordinate with clients for necessary documents for Customs clearance.
- Solving the Problems related to Documentation.
- Updating the clients regarding the status of their investments from time to time.
- Preparing daily, weekly and monthly consignment statements and provide the same through e-mail to the clients.
- Coordinating with all branch offices located within the allotted area.
- Ensure proper coordination with the clients.
- Keeping track of the sales and customer complaints.
- Ability to function in almost any scenario and go the extra mile to get the job done.
- Assisted the collections department in obtaining outstanding customer debts.

Company Name: -HDFC Bank Ltd
Duration: - March 2008 to Feb 2010
Designation: - Personal Banker

Job Description: -

- Drive and deliver exceptional sales performance by identifying and meeting customer needs through selling cross selling of retail products.
- Manage customer queries and complaints by taking ownership and resolving in a timely manner.
- Identify when where to refer customers to an appropriate area of delivery for specialist sales help or advice if out of his her scope otherwise act as the key point of contact for all retail customer needs.
- Conduct sales calls meetings with potential clients and attend to client meetings to present bank products to enhance sales of the bank branch.
- Providing product information actively seeking to acquire deepen retain and satisfy profitable relationships.
- Deliver exceptional retail business performance through excellent customer servicing, query resolutions and meeting branch sales targets assigned to me.
- Data punching for bank clients.
- Worked as personal banker for front office and back-office work.
- Worked on back-office software
- CASA, Gold Form, NRI form, FD form filling and checking.
- Customer Problem solving.

Education Qualification: -

S.No.	Name Of Institute	Board	Year
1.	R.M.L College, Sultanpur	B.A.	2002
2.	S.H.I.J.I.C Kichhaucha College	U.P.	1998
3.	S.B.H.S.S. Nandigram Bharatkhard College	U.P.	1996

Personal Detail: -

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Marital Status: - Married

Arshad Ahmad Siddique

Date: -