

CHETAN LEDE

Banking Consultant/Customer Relationship Manager

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CAREER SUMMARY:

- Qualified Post-Graduation Diploma in Banking Services (PGDBS) from Manipal Academy of Banking, Bangalore. The Training is to impart functional knowledge of General Management and specialized knowledge of bank and banking related subjects.
- NISM Exam qualified:
 1. Mutual Fund Distributors Certification Examination.
 2. Depository Operations Certification Examination.
- IRDA (Licensing of Insurance Agents) exam qualified.
- Training and demonstration Expert
- Worked on CBS Software Finacle, Saksham, HRMS, CRMnext, DLMS, Easy pay, Oracle, Microsoft application
- Branch & Head Office Operation, ALM, AML, FRMS, CTS, ACH, GST Module, Micro ATM, CRM, MIS & Business Intelligence Tool
- Business Analytics
- System Implementation
- Technical Services
- Client Handling, Complaint resolution & Support
- Follow-up and Co-ordination with client and in-house team members.

WORK EXPERIENCE:

VIRTUAL GALAXY INFOTECH PVT LTD.

Customer Relationship Manager | 04 December, 2020 - Present

- Working on core banking solution [CBS Software] implemented in Banks (including dcc, urban co-operative banks, foreign nation banks), NBFCs, Credit Co-operative societies, Nidhi Companies, etc.
- Intermediate between clients and organization with particular focus on working with software development/support/testing department
- Created training guides, demonstrations and in-person and online training to improve customer user experience in CBS Software environment
- Analyzed in statistical database, reports of Clients as per Banking regulations and their statutory requirements, Handling client's complaints, resolutions offered by organization, and satisfaction rating by client.
- Supervised work of reporting employees to keep on task/new development/testing for timely completion
- Provided technical expertise, strategic direction, coached, motivated and trained the project team members in order to facilitate successful project delivery across the organization build trust and credibility with project team members, reviewed work performed and provided recommendation for improvements.
- Identified resources / assigned roles and responsibilities, and provided day-to-day supervision and delegated work assignments to IT team.

AXIS BANK LTD.

AssistantManager | April, 2019 - Decem

- Manage Operations across Liabilities, Retail Assets, Insurance and Mutual Fund, Issuance of Travel Currency Card and Multi Currency Card, Retail Term Deposits, Business Banking, Credit Card, D-mat Account, Online Trading, Fastag Issuance, etc. As well as handled front-end operations for saving, current and term deposits in Branch.
- Manage Retail Banking Services like handling Cash Transaction, Verification of transactions , Locker Operation, Gold loan Custodian, Front desk Operations, DD / pay order Issuance, Easypay Collection, CMS Cash Collection, ATM Verification, Cash and Vault register mid-night Verification.
- Handling branch operations as Back-up for Branch Operation Head. All Audit (Operation audit, SQ audit) Satisfactory.
- Handing of CTS and non CTS Clearing, NEFT/RTGS Transactions, EPH(Salary) Processing, etc.
- Manage Retail Outward Remittance, Forex Card Issuance along with Reload and Refund at Branch Level.
- Handling of Inward/Outward Mail Register as well as entry in DLMS, LDR, DD register, Drop Box register, Locker register, DD Deliverable register, Let's talk updation in register, Key moment register and handing of SR registers, etc.

EDUCATION:

Qualification	College/School (board/University)	Academic Year	Percentage/CGPA
Post Graduation Diploma in Banking Services	Manipal Academy of Banking, Bangalore	2017-18	CGPA- 8.49/10
BE(Electronics and Power Engineering)	YCCE, Nagpur	2013-17	CGPA- 8.00/10
HSC	L.B.S. Jr college, Bhandara.(MSB)	2011-13	Percentage-75.00%
SSC	P.J.N.V, Sangadi. (MSB)	2010-11	Percentage- 92.55%

DECLARATION:

I hereby acknowledge that the information furnished above is correct to the best of my knowledge.

Chetan Lede