
Souradeep Mazumder

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OBJECTIVE

Dedicated and detail-oriented banking professional with hands-on experience in daily branch operations, cash handling, and customer service. Seeking to contribute strong operational skills and regulatory knowledge to a dynamic financial institution.

EXPERIENCE

- 27th May 2024 -
09th Feb 2026
- **Customer Care Executive**
HDFC BANK LTD
Handled daily banking operations including cash transactions, NEFT/RTGS, cheque clearances, and customer service.
Processed account opening/closing, KYC verification, and account modifications.
Coordinated back-office processing, ledger reconciliation, and compliance checks.
Ensured timely reporting to regulatory bodies and internal audits.
Handled customer queries and complaints, ensuring high service satisfaction.
Performed end-of-day reconciliation and MIS reporting.
Supported internal audits and compliance documentation.
Conducted KYC (Know Your Customer) reviews for new and existing clients as per RBI/SEBI/AML regulations.
Monitored daily transactions to detect and report suspicious or unusual activity in line with AML guidelines.
- 2022 - 2024
- **Associate Service Delivery Manager - Cash**
Indusind Bank Limited

Handle Cash as a Backup Teller and handle Customers according to requirements.
Banking Operations
Account opening process and exception management

EDUCATION

- 2021
- **Calcutta University**
B.Com Honors in Accounts
68.46%
- 2018
- **Sinhi RBT Vidyapith**
Higher Secondary Schooling
75.40%
- 2016
- **Sinhi Ramkrishna Sangha Vidya Mandir**
Secondary Schooling
64.6%

SKILLS

- Banking Operations
- Customer Queries Solve
- Time Management
- Cash Handling

LANGUAGES

- English
- Bengali
- Hindi

ADDITIONAL INFORMATION

Nationality: Indian
Date of Birth: 14/04/2000