

PUSHPENDRA CHAUHAN

Banking and Financial Services Professional

+91-7982286775 pushpenderchauhan94@gmail.com Ghaziabad

Summary

I am an experienced professional with a solid background in banking and financial services. I have a proven track record of delivering exceptional results as a Senior Executive and Manager in various financial institutions. My strengths include effective decision-making, problem-solving, and excellent communication skills. I thrive under pressure and have a passion for helping customers achieve their financial goals.

Education

CCS University

Meeru

Bachelor of Commerce

08/2015 - 08/2015

CBSE Board

Intermediate

05/2012 - 05/2012

CBSE Board

05/2010 - 05/2010

High School

Strengths

k Decision Making

Strong decision-making skills

Escalations Handling

Capable of handling escalations

& Problem-Solving

Effective problem-solving capabilities

* Self-Motivation

High level of self-motivation

G Time Management

Excellent time management skills

G Ability to Work Under Pressure

Ability to work under pressure effectively

Skills

Microsoft Office Excel Count IF Pivot table V Look up H Lookup Conditional Formatting

EXPERIENCE

AXIS BANK

Deputy Manager

- Managed customer inquiries and provided solutions to enhance satisfaction.
- Dealing in FD's, RD's, loans and investment.
- Cross selling of general insurance, life insurance and motor insurance.
- Assisted in processing loan applications and verifying documentation.
- Coordinated daily banking operations to ensure smooth workflow.
- Facilitated customer account management by updating information promptly.
- Collaborated with colleagues to improve service delivery and efficiency.

12/2024 – 02/2025

IDFC Bank

Senior Executive (Retail Assets)

02/2023 - 08/2024

A bank that specializes in various financial products

- Worked as Senior Executive (Retail Assets) at IDFC Bank
- Dealing in Sales of all types of loans i.e personal loan, Car Loan, Education Loans, Home Loan.
- Handling NRI and International Clients
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Described product and service details to customers to provide information on benefits and advantages.
- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Resolved customer billing errors by researching issues in system, asking open-ended questions, and determining root causes of problems.
- Escalated critical customer issues to supervisor to avoid lost revenue and canceled policies.
- Handling Escalations

ICICI Prudential Life Insurance

Financial Service Manager

05/2022 - 02/2023

A leading life insurance company

- Worked as Financial Service Manager at ICICI Prudential Life Insurance.
- Solved customer challenges by offering relevant products and services.
- Greeted customers and helped with product questions, selections, and purchases of Investment plans as per customer's need.
- Provided coverage option information to assist clients in protecting assets.
- Attended continuing education courses and workshops to gain additional insurance industry knowledge.
- Maintained high standards of customer service by building relationships with clients.
- Explained advantages, features, and disadvantages of various policies to promote sale of plans, boosting overall sales %.

Teleperformance

Digital Officer

01/2019 - 07/2020

A global outsourcing company

- Worked as Virtual Relationship Manager in Teleperformance under Axis Bank Ltd
- Majorly Dealing in sales of investment plans and General Insurance along with Credit card Upgradation.
- Handling international customers as well related to Forex Cards and with their existing queries
- Achieved goals for sale of bank products and services and exceeded performance metrics for customer service.
- Participated in staff meetings to discuss innovative strategies to improve services.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills.

LANGUAGES

English Proficient

Hindi Native

PERSONAL INFORMATION

- Father's Name: Chetram Singh
- Date of Birth: 01/03/1995
- Gender: Male
- Nationality: Indian
- Marital Status: Married