

GOPITHA M M

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Versatile and results-driven professional with a background as a Business Development Executive and Customer care executive in reputable organizations. Proven proficiency in utilizing SAP software to streamline business processes and changing technology. Seeking a challenge full career transition into the corporate sector, leveraging strong interpersonal and analytical skills to contribute effectively to organizational growth and success. Responsible and passionate about delivering outstanding quality and service. Detail-oriented professional with top skills in customer relations, problem-solving and recordkeeping.

CERTIFICATIONS

- SAP FICO Certification
Issuing Organization: SAP
- ICORBIS Certification
Issuing Organization: ICORBIS
- GIICA Institute Certification
Issuing Organization: GIICA Institute
- Microsoft Excel Certification (Microsoft 365 Apps and Office 2019)
Issuing Organization: Microsoft
- Diploma in Computer Application
Issuing Organization: C-DIT
- Digital Marketing Certification (Google Digital Unlocked)
Issuing Organization: Google
- Globalization and Culture Certification (NPTEL)
Issuing Organization: NPTEL

WORK EXPERIENCE

CUSTOMER CARE EXECUTIVE

HDFC BANK LTD.

APRIL 2023 -PRESENT

- Received cash and checks for deposit, meticulously verifying amounts and endorsements.
- Conducted thorough examinations to identify and prevent the acceptance of counterfeit bills.
- Demonstrated precision in balancing cash point transactions, teller cash dispensers, and teller cash recyclers.
- Identified and rectified errors promptly, ensuring accurate financial transactions.
- Applied expertise in identifying and mitigating potential fraud, implementing measures to enhance transaction security.
- Ensured strict adherence to bank policies and procedures to minimize transaction risks.
- Explained bank services, financial products, and applicable fees to customers, providing comprehensive information and enhancing customer understanding.
- Interpreted customer needs effectively, fostering positive interactions and addressing inquiries with professionalism and courtesy.
- Cashed customer cheques, conducting thorough verification processes, including identity checks and account balance reviews.
- Reconciled cash and cheques against computer records at the end of each shift, maintaining accuracy in financial records.
- Maintaining accurate records of customer interactions and transactions.
- Staying updated on the bank's products, services, and promotions.
- Educating customers on available banking products that meet their needs.
- Effectively managing the lobby to ensure customers remain satisfied and don't get angry, which is crucial for maintaining a positive customer experience.

BUSINESS DEVELOPMENT EXECUTIVE

CODEYOUNG

JUNE 2022--APRIL 2023

- Successfully closed sales with qualified leads, consistently generating new business for the company.
- Applied effective sales strategies to convert potential clients into long-term customers.
- Utilized CRM software to maintain a comprehensive database of current information on new sales opportunities and existing customers.
- Ensured accurate and up-to-date records, facilitating streamlined communication and informed decision-making.
- Met and exceeded monthly sales targets consistently, demonstrating a proactive and results-driven approach. Tracked sales cycle progress to identify areas for improvement and implement strategic adjustments.
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- Established and nurtured strong customer relationships with existing clients through proactive communication.
- Conducted regular outreach via phone calls, emails, and other communication modes, addressing client needs and building rapport.
- implemented tactics to stay ahead of market trends, ensuring a competitive edge in the industry.

EDUCATION

COURSE	COLLEGE/SCHOOL	UNIVERSITY/BOARD	MARKS/CGPA	YEAR
MBA (Finance and Marketing)	FISAT	KTU	81.3	2022
BCOM	COCHIN COLLEGE	MGU	76.2	2020

SKILLS

TECHNICAL SKILLS

- Microsoft Excel
- SAP HANA
- Microsoft Word
- Microsoft PowerPoint
- MS Office

CREATIVE SKILLS

- Creative problem solving
- Artistic abilities {e.g., Artworks and Craftworks)

INTERPERSONAL SKILLS

- Communication
- Customer service
- Cross-selling expertise
- Decision making
- Risk management evaluation
- Teams motivation

HOBBIES AND INTERESTS

- Singing; Photography; Artworks and Craftworks

LANGUAGES

- English; Malayalam; Hindi