

Dr. Narendra Singh Chawda



48-A, J.P.Nagar, Hiran Magri

Sector no. -8, Udaipur

Mobile 09829477568

Email : chawdans@gmail.com

Professional Experience

1. Faculty of Management, PAHER University, Udaipur (Raj.) Since Sep,2010 to till date

Currently working as a Asst. Prof., Marketing & Banking

Ph.d from Pacific University on the topic: “**A critical study of business intelligence solutions in selected banks of Rajasthan**”

2. ING VYSYA Bank Ltd. Udaipur (Raj.) Since 21 Dec. 2009 to 01 Sep. 2010.

Customer Care Manager, Branch Banking (Retail Liabilities Group)

- ❖ Monitoring overall functioning of cash management services.
- ❖ Monitoring KYC documents for all the I-Kits accounts.
- ❖ CASA champ for three consecutive months.
- ❖ Solving customer queries, delivering immaculate service to attain maximum customer satisfaction
- ❖ Cross selling of banking, Insurance and other financial products
- ❖ Got 3rd rating in performance review year 2009-10.

3. ICICI Bank Ltd. Udaipur (Raj.) Since Nov. 2007 till 19dec.2009

Customer Service Officer, Branch Banking (Retail Liabilities Group)

Key Functional Profile

- ❖ Solving customer queries, channel migration, quality management.
- ❖ Cross selling of banking, Insurance and other financial products.
- ❖ Delivering immaculate service to attain maximum customer satisfaction for all request received via mail, letter or customer walk-in.
- ❖ Redressal of customer grievance and provide solution.

Retail Operation function

- ❖ Implementing and sustaining quality managements at branch, maintaining branch deliverables as per circulars.

- ❖ Monitoring overall functioning of cash management services, Bill payments.
- ❖ Servicing and enhancing relationship value through OTC, Retail deposits products.
- ❖ Monitoring KYC documents for all the I-Kits accounts.

MIS Generation and Reporting

Generation and periodical reporting of necessary MIS reports to provide feedback of top management on financial performance and assist in the critical decision making process.

Notable Contribution

- ❖ Successful account retention records through excellent customer services.
- ❖ Outstanding audit rating (Five Star) in Branch internal audit.
- ❖ Sourced good number in cross sell business for all financial products from desk of operation and consistence performance. Especially in life insurance product.
- ❖ Got B2 rating in performance review year 2008-09.

3. Keybell Solutions Pvt. Ltd. since July 2006 till Oct.2007.

As an Operation leader key areas of performance are

- ❖ Preparing & Presenting Presentations on Company work style to different Corporate & Transporters.
- ❖ Providing trial to the customer according to their requirement on their fleet movement.
- ❖ Supervising the installation of System, Providing solutions to the customer queries.
- ❖ Preparing inwards and outwards movement report of Customers consignment on daily basis.

4. United India Insurance corporation ltd (GIC) Since July. 2003 Till July 2006.

As an Insurance advisor maintaining a portfolio of customers.

Educational Qualification

Professional Qualification

Completed MBA (2004-06) from *Pacific Institute of Management, Udaipur*
(Mohan Lal Sukhadia University, Udaipur)

Specialization

Major - Marketing

Minor- Finance

NCDO (NSDL'S Certification in Depository Operations) Certified in the year 2009.

Academic Qualification

M.Com (Business Administration) from College of University College of Commerce And Management studies, Udaipur, Mohan lal Sukhadia University, Rajasthan in 2013-15.

BA from College of social sciences and humanities, Udaipur, Mohan lal Sukhadia University, Rajasthan in 2001-04.

Senior Secondary, Rajasthan Board of Secondary Education, Ajmer in 2000-01
Secondary, Rajasthan Board of Secondary Education, Ajmer in 1998-99

Software Skills

MS Office, Internet Explorer, Banking software like Finacle, FCRM, Staffware etc.

Personal Memorandum

Date of birth	:	29th Nov, 1982
Father's name	:	Satya Dev Singh Chawda
Occupation	:	Retired from Hindustan Zinc Ltd
Marital Status	:	Married
Passport No.	:	F8565849

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

(Narendra Singh Chawda)

