



DINU D B

+971 566574773

dinudb.2000@gmail.com

Kerala, India

ACADEMIC CREDENTIALS

- 2021 BA Histroy**
 - Kerala University
 - Bethany arts collage, nedumangaud
- 2017 HIGHER SECONDARY**
 - Higher Secondary Board
 - Examination
 - Govt V& HSS Aryanad
- 2015 SSLC**
 - Sree Narayana
 - Higher Secondary School Uzhamalaykkal
 - (SNHSS - UKL)

CERTIFICATION COURSE

- General Duty Assistant 2016-17
- Aptis 2015-17

COMPUTER PROFICIENCY

MS Office ★★★★★
Basic ★★★★★
Operations ★★★★★
Internet & Email

PROFILE SUMMARY

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

KEY SKILLS

Team Work	Work Ethic	customer service	Leadership
problem solving	Time Management	Interpersonal ability	
Financial Acumen	Sales& Business Development	Market Awareness	

EMPLOYMENT CHRONICLE

Customer Relationship Executive | 2021 - Present

HDFC BANK

KEY RESPONSIBILITIES

- Build and maintain strong relationships with clients, both individual and corporate, by understanding their financial needs and providing excellent customer service.
- Provide financial advice and guidance to clients, helping them choose the right banking products and services to meet their financial goals.
- Address and resolve client inquiries, concerns, or issues in a timely and efficient manner, escalating complex issues to higher levels when necessary.
- Handle client complaints professionally and in accordance with the bank's policies, aiming for quick and satisfactory resolutions.

AREA OF EXPERTISE

- ☐ **HDFC**
13-12-2021
Customer relationship executive Casa sourcing, credit card sourcing, QR/Swiping machine sourcing Term loans and health Insurance sourcing



LANGUAGES KNOWN

English 85%
Malayalam 100%

PASSPORT DETAILS

Passport Number: Y5796339
Date of Expiry : 17-07-2033
Place of Issue : Trivandrum

INTERESTS

  
Songs Travelling Reading

REFERENCE

- ☐ Available upon request

PERSONAL STRENGTHS

- ☐ **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- ☐ **SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language.
- ☐ **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- ☐ **MANAGEMENT** - Management skills to direct others and review others performance.
- ☐ **TEAMWORK** - Capacity to work collaboratively with colleagues, fostering a positive and productive team environment.
- ☐ **TIME MANAGEMENT** - Ability to prioritize tasks, meet deadlines, and efficiently manage your workload.

PERSONAL DOSSIER

Gender : Male
Date of Birth : 02/05/2000
Nationality : Indian
Marital Status : Single
Permanent Address : Velom Konam Kekkumkara
Puthan veedu, puthukulangara P.O

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars