

# DEBADUTT SUBUDHI

**Current Address: Deira, Dubai, UAE**

**Contact@ +971581051326**

Email:[debadutta.subudhi261190@gmail.com](mailto:debadutta.subudhi261190@gmail.com)

## Career Objective

**To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.**

## My Abstract

**A Dynamic 8 years of experience in Phone Banking including Sales & Service, Operations management in Networking.**

## ORAGANIZATIONAL EXPERIENCE

<u>Organisation</u>	<u>Designation</u>	<u>Tenure</u>
Vikvins Consultants Private Limited, Pune India Client: Vodafoneidea LTD	Associate Engineer – Operation & Management	11 <sup>th</sup> August 2022 to 30 <sup>th</sup> July 2023

### Area of Experience

- To check basic level issue at HLR (Home Location Register) end for the issue facing numbers of customer raised by customer care executives.
- Open Call and SMS trace of issue facing VI customer numbers and find the exact issue.
- To resolve switch level MSC related issue of the issue facing numbers with the help of Switch Engineers.
- Take everyday call backups of all nodes based on Maharashtra and Goa circle.

### Software/Applications Used in the above Organization

- HLR - To check numbers current status
- WIN SCP - To download network traces and backups of nodes
- WINFOIL - To take traces of issue facing numbers for all Maharashtra and Goa nodes.
- CRM - To find customer first level basic details

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<u>Organisation</u>	<u>Designation</u>	<u>Tenure</u>
HDFC Bank LTD, Pune India	SME - Subject Matter Expert	08 <sup>th</sup> December 2021 to 04 <sup>th</sup> August 2022

### Area of Experience

- Handling manager escalations related to Credit Cards and liability accounts. And make sure to resolve the issues along with the person assigned to it which leads to provide the most customer satisfaction.

- Managing call flow in Avaya system to control the Service level and reduce the call handling time.
- Managing On Job training batch of new employees and developing their skills as required for the organization. I have given on job training to around 150 new joiners.
- Whenever there are some systems related updated needs to be communicated, I take a classroom training for the entire floor and try my best to make them understand, also give them support at the time of they are performing the new system.
- Also take a monthly team performance evaluation and give my inputs to management. It helps the management to develop the employee where they are lacking behind.

### **Software/Applications Used in the above Organization**

- CRM Next
- Oracle
- MS Excel
- MS PowerPoint
- Microsoft Teams

<b><u>Organisation</u></b>	<b><u>Designation</u></b>	<b><u>Tenure</u></b>
HDB Financial Services Ltd, Pune India. Client: HDFC Bank LTD	Junior Officer - Phone banking Sales	13 <sup>th</sup> August 2015 to 30 <sup>th</sup> November 2021

### **Area of Experience**

- Resolving Customer Queries on call and upselling of Insurance and Loan products.
- On call sales of banking products like Credit card loans, Personal loans, General Insurance & Life Insurance.
- Generating leads for Two-wheeler loan, Auto loan and Home loan.
- Resolving escalations raised by customers by providing the solutions within stipulated time frame.

### **Sales Achievements:**

- Consistently Quality topper between 2018 – 2020.
- Service topper for year 2019 – 2020.
- Excellence in Knowledge & Learning Quotient and Exceptional Customer Experience.
- Q2 sales topper 2020 – 2021.
- General Insurance sales topper in lockdown period, awarded with excellence certificate.
- Has been awarded with bronze medal as COVID Warrior.
- For giving service to customers in COVID lockdown period and also achieved sales target.

### **Technical Extra Courses Obtained**

Course Name: **CCNA 200 – 301**

Training completed at: **I-Medita Learning Solutions Pvt Ltd.**

**Educational Qualifications:**

<b>Qualification</b>	<b>University</b>	<b>Session</b>
MCA	Roland Institute of Technology, BPUT, Berhampur, Odisha	2016
BCA	Khallikote Autonomous College, Berhampur, Odisha	2013
12 <sup>th</sup> (Science)	National Institute of Open Schooling, NOS, Odisha	2009
10 <sup>th</sup>	St. Xavier's High School, CBSE, Berhampur, Odisha	2007

I hereby declare that the information and facts furnished above are true to the best of my knowledge and belief.

Place: Dubai

Debadutt Subudhi