

CHINTU PANDA

Business Development Executive | Business Analyst | Data Analytics | Business Development |
MCA Graduate | chintupanda100.ok@gmail.com | [linkedin.com/in/chintu-panda-b501b62b0](https://www.linkedin.com/in/chintu-panda-b501b62b0) |
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PROFESSIONAL SUMMARY

MCA graduate with hands-on experience in customer engagement, outbound communication, CRM management, negotiation, financial services, and target-driven operations. Experienced in understanding customer needs, explaining solutions, handling objections, maintaining customer relationships, and driving repayment outcomes. Strong communication and negotiation skills with a customer-focused approach, seeking to contribute as a Business Development Executive through client acquisition, relationship management, lead follow-up, and business growth..

CORE COMPETENCIES

Business Development | Lead Generation & Follow-up | Client Acquisition | Customer Relationship Management | Sales Communication | Needs Identification | Objection Handling | Negotiation | CRM Management | Target Achievement | FinTech Operations | Problem Solving | Data & Reporting | MS Excel | Power BI |

PROFESSIONAL EXPERIENCE

Senior Financial Advisor – FinTech Analyst | DPDzero Pvt. Ltd. | Bengaluru
June 2026 – Present

- Managed NPA customer loan accounts and repayment follow-ups. Negotiated loan settlements and debt recovery solutions.
- Updated CRM records and maintained accurate documentation. Ensured compliance with company policies and regulations. Delivered excellent customer service while achieving collection targets.

Assistant Executive – Customer Service (SBI Process) | Ienergizer Pvt. Ltd., Bangalore
Feb 2025 – Nov 2025

- Managed outbound customer interactions related to SBI banking services. Supported collections, EMI reminders, and recovery activities in line with RBI and internal guidelines.
 - Negotiated repayment solutions while maintaining positive customer relationships.
 - Updated and maintained accurate customer records in CRM systems. Consistently met service quality and compliance standards
 - Escalated complex cases to team leaders for timely resolution.
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EDUCATION

Master of Computer Applications (MCA)
Roland Institute of Technology, Berhampur
Biju Patnaik University of Technology, Odisha
2025 | CGPA: 8.42

B.Sc. (Geology – Hons.)

Khemundi Degree College, Digapahandi

Berhampur University, Odisha

2022 | CGPA: 8.5

10+2 (Science) – CHSE Odisha | 2019 |

10th – BSE Odisha | 2017 |

CERTIFICATIONS & COURSES

- **Debt Recovery Agent (DRA) Certification – IIBF**
- NPTEL (IIT Madras): The Joy of Computing Using Python
- Cloud Computing – IIT Kharagpur
- Internet of Things – IIT Kharagpur
- Operating Systems Fundamentals – IIT Kharagpur
- NPTEL Star Certification
- OS-CIT
- Be10x – AI Tools Workshop
- Business Analytics with Excel
- Power BI

TECHNICAL SKILLS

Python | SQL (Basics) | MS Excel | Power BI (Basics) | HTML & CSS | DBMS Fundamentals | Cloud Computing | Operating Systems | CRM Software

PROFESSIONAL SKILLS

Business Development & Client Acquisition | Lead Follow-up | Customer Relationship Management | Sales Communication | Negotiation & Objection Handling | Problem Solving | Teamwork | Critical Thinking | Time Management | FinTech Operations | Customer Communication | CRM Management | Data Analysis & Reporting | Compliance & Regulatory Adherence

INTERESTS

Singing • Reading • Learning New Skills • Personal Development

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge and belief.

Chintu Panda