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**Gulfjobseeker.com CV No:256034**

E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)

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| **Objective:** | |
| To grow with an organization by providing fast and quality solutions using cutting edge technologies and extensive utilization of my analytical experience, innovative approach, cost-effectiveness and maintaining ready access to desired information, and simultaneously enhance my skills & abilities in multiple business domains while being resourceful & flexible. | |
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| **Career Summary:** | |
| Senior Agency Manager with ( 7 years) Seven years of Experience in ICICI PRUDENTIAL LIFE INSURANCE CO.LTD. Sales of Life Insurance Policies and Monitoring Sales team. And also bank assurance channel in ICICI Bank India Branch. | |
| Over 3 years of experience in retail branch banking and operations, Hiriyur Branch. Total 10 years experience. | |
| **Professional Profile:** | |
| Last working with **HDFC Bank ltd**., Hiriyur Branch as a Deputy Manager, (Retail Branch Banking ) joining date 20/11/2012 To 20/03/2015.    **About  HDFC Bank ltd**  **HDFC Bank** is India’s leading private sector bank that offers its products & services to  customers across India. The bank has significant presence in all sectors of the banking industry retail deposits & loans, NRI Services, Corporate Credit, Merchant Banking, Cash Management  Services.  **Job Profile : Deputy Manager(Branch Banking)Team Leader.**  **Duties Performed:**  **Customer Management:**  Responsible for handling day to day queries of customers,  Responsible to educate & assist the customer about product & service related issues.  **Roles & Responsibilities:**  In charge of  Transaction Verifications  In charge of Clearing Department.  In charge of Cash Management Services.  Reconciliation of Office Accounts.  In charge of Demat Accounts  **Work Profile Explained:**  **Front Desk:**  Back office operations like processing and creation of new A/c’s, Internet banking facility, TDS, Monthly payments.  Front-office operations like making PO/DD’s, Stop payments, complaint handling, Opening of new a/c- SB, CA and FD, cash verifications and Client servicing.  Hands on Experience in Demat Department( DEBOS Operation)  Rich exposure in Start of day and end of day activities(Reporting)  Direct interaction with the Customer and attending their queries.  Handled Day to Day operations like Account opening, deliverables to customers.  Cross selling of Products to existing customers.  Coordinating in Locker Operations.  Coordinating with the other operations department and outsourced personnel for smooth functioning of the banking activities.  Coordinating with the other operations department and outsourced personnel for smooth functioning of the banking activities.  Maintenance of Records & MIS Reports.    **Teller:**    Handled Cash Receipts & Payments.  Managing Cash balance with in the Cash retention limit of the Branch.  Coordinating with the Banks for Cash Requirements.  Cash Pick-up for Special Arrangements.  Maintaining Petty Cash.  ATM Cash replenishment.  Maintenance & Reconciliation of ATM Accounts.  **Monitoring:**  o Monitoring of large amount movements and report them as per reporting schedule  o Identification and Closure of high cheque return customers beyond the threshold  o Identification of customers regularly visiting the counter and diverting them to direct banking Channels, including customers with high cheque returns, non maintainance of AQB etc  o Local stationary management – Proper Reorder levels/Indent security satationary at appropriate reorder levels  o Preparation of voucher batch ticket for the day.  o Processing and follow up for admin related bills/Payments  o Periodic exchange of keys with lodged with other branch  o Periodic checking of vault register  o Management of clearing / collection of cheques  Customer details updation(Pan, Contact Nos/email  **Reporting:**    o Fortnightly reporting on cash transactions over 10 lacs  o Report for suspicious transactions  o Reporting of suspense accounts,Reconciliation and maintenance of suspense register  o CBDT schedules reporting to WBO.    **Maintenance:**  o Filing of MC/DD stub copies and cancelled instruments  o Managing the returned cheques including proper maintainace of registers and customer intimation  o Maintenance of counter stock register(DD/MC)  o Handling salary uploads  o Maintaining gold sales Invoices  o Maintaining the records for expense vouchers/payment to vendors/reimburesment to staff  o Printing and checking of EOD reports and filing them    **ICICI Prudential Life Insurance Co.Ltd** | |
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| ***Designation :*** | Senior Agency Manager –  Joining date July 2006 to November 20th 2012 |
| ***Responsibility :*** | * Responsible for the sales of the Insurance, Banking & Investment Products Channel Efficiency and continues improvement of services. * Managing front counter, Walk in customer business, enhancing sales through emails and telephonic conversation with customers. * Setting up monthly sales, working in teams, maintaining customer relationship, coordinating with different departments * Managing my doun line team unit managers. And motivate them. * Managing also 4 different branches, and also walk in costumers. * Generating Sale Report in GDMS * Support the development team for new requirements as well as for business side clarification * Ensure the quality of every deliverable from the team * Coordinating the day-to-day operations of the sales & advisors motivation * Play a key role to achieve the targets * Active contributor to all cultural, social and team events. |
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| **Achievements :** | |
| * In The year 2007 November top 4th rank for Karnataka and goa, In Great peninsular Salse Summit at Hyderabad. * In The year 2007 December, Got Awarded for topper of the month. * In The year 2008 august challenge held MEET CEO, Got Awarded for achievement. * In The year 2009 august challenge held MEET CEO, Got Awarded for achievement. * In The year 2010 august, Got Awarded for top performance manager from team chitradurga, Awarded by our sr.VP and HOS of peninsular India. * In The year 2011 October profitable champ of team rising award. Awarded by our EXECUTIVE VICE PRESIDENT-S&D * In The year 2011 July, Got Awarded for achievement of top performance in NIGHT OF THE STARS Award in Mumbai.  |  | | --- | | **Academic Profile:** |  * Bachelor of Commerce B.Com   **Additional Qualification:**  o **NISM Certified** / IRDA Certified /Mutual Funds/ Forex Card.  o Basic Banking Training | |
| **Area of Interest** | |

* Marketing
* Sales & Banking, Team Leader

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| **Projects Profile:** |
| * Organizational Study * Customer Satisfaction towards the Banking Products |
| **Software Skills/Technology Exposure:** |
| * MS Office * C Program * HTML * Fox Pro * DTP |
| Workshops & Seminars   * Synergies & challenges of management “vision 2020” on March 2007. * The Indian Banking Challenge “Symposium” 2008. * Successfully attended the seminars conducted by ICICI in Bangalore.   Training Courses:   * Successfully completed CRM training 2008 * Web-Based Training   Academics   |  |  |  |  | | --- | --- | --- | --- | | Year | Institution | Course | Specialisation | | 2003 – 2006 | Kuvempu University | Bachelor of Commerce B.Com | Commerce |     Hobbies   * + Playing Basket Ball   + Listening Music   + Playing carom   + Reading Novels.   Personal Profile    Date of Birth : 02.06.1980 |