**Senior Management Professional**

**SIMANTA**

**Skill Set:**

*Banking Operations*

*Branch Banking*

*Retail Asset Management*

*Financial Transactions*

*Audit & Compliance*

*Customer Relation Management*

*Deposit & Credit Management*

*Team Management*

*Marketing & Business Development*

*Branch Administration*

*MIS Management*

*Time Management*

**~** **Banking Operations~**

*Expertise in managing Banking Operations and prioritizing various tasks and deliverables as required by customers and management*

**Profile Summary**

* A competent professional with **nearly 18 years** of experience in **Banking Operations**
* Expertise in **managing banking operations** / business to successfully accomplish corporate plans and goals.
* Skilled in managing & leading teams for running successful process operations and experience of **developing procedures & service standards** for business excellence
* Proven track of **developing & implementing effective operational policies** / norms, systems & controls, and customer service standards
* Experience in managing branch operations and facilitated timely service delivery & quality as per defined SLAs.
* Proficient in ensuring consistent delivery of **high quality services to clients** through meeting or exceeding client expectations guided by the **Service Level Agreements** and efficiency/accuracy standards
* Achievement-oriented professional with excellent people management skills and an capability to manage change with ease

**Organizational Experience**

**Mar’12 – till date India as Assistant Vice President & Circle Head – Wholesale Banking Operations**

**Role:**

* Supervising wholesale banking operations in North - East India and 18 branches consisting more than 50 employees
* Planning, creating & implementing:
* Sales strategies for ensuring delivery of highest service standards and promoting a compliance conscious culture in the organization
* Processes to ensure smooth work and maximum customer satisfaction by delivering quality products within defined time frame as per service level agreement
* Engaged in business continuity planning for exploring new business opportunities and generating profits for the organization
* Coordinating with core regulatory agencies like RBI and SBI for meeting statutory requirements
* Managing operations, service delivery, risk, compliance & control

**Highlights:**

* Merit of being designated as ‘*Top Cluster Head-Operations’* in PAN India for offering support in increasing the business by achieving respective targets in Car Loan Contest organized in 2012
* Received ‘*Certificate of Appreciation’* from Group Head for contributing in two wheeler business during 2013 & Credit Card Super Star Contest during 2014 among Cluster Head Category for generating & sourcing of new Business.

**May’11 – Feb’12 Axis Bank Ltd., Assam, India as Senior Manager & Operations Head**

**Role:**

* Managed branch banking operations and general administration for improving the profitability and controlling costs
* Reviewed & ensured all audit / inspection findings were auctioned on top priority
* Monitored & ensured security of all branch documents and security forms

**Highlight:**

* Steered efforts in increasing the revenue through cross-selling non-banking products to existing customers
* Merit of receiving:
* *Received ‘Certificate of Achievement’* for Best Operations Head (Mutual Fund SIP Login) contributing amount Rs.1 Cr in a Single Day in Axis Bank in March 2012
* *‘Certificate of Recognition’* as the Best Branch Operations Head for qualifying Axis Annual Conference H1, Colombo, Sri Lanka in 2011

**May’98 – Mar’11 State Bank of India, North-East India**

**Growth Path:**

## *May’98 – Nov’06 Assistant – Banking Operations*

*Nov’06 – Mar’11 Manager – Branch Operations & Customer Relations Officer*

***As Manager – Branch Operations & Customer Relations Officer***

* Led branch banking operations and general administration for improving the profitability and controlling costs
* Reviewed & implemented compliances with the set standards & procedures with respect to CMS, Clearing (Inward & Outward)
* Managed:
* Asset & Liability Products and conducted KYC Verification
* Branch document & security forms and observation of security arrangement
* ATM operations
* Handling Cash & Cash Management
* Liaised with new & existing customers for increasing the revenue by selling marketing asset and liability products
* Coordinated with corporate and high net worth customers and provided consultancy services on fund management

***As Assistant – Banking Operations***

* Ensured smooth execution of banking transactions including Cash Handling and marketing of bank products to new & existing customers
* Coordinated with the clients for cementing healthy relationship and overachieving banks service standards & sales

**Previous Experience**

**Feb’96 – Apr’98 Nutrine Sweets Ltd., Assam, India as Sales Representative**

**Highlight:**

* Successful in achieving revenue targets in the assigned territory by managing and expanding the distribution network

**Certifications / Trainings**

* Certificate in Anti-Money Laundering & Know Your Customer, Indian Institute of Banking & Finance, India in 2016.
* IFRS (International Financial Reporting Standard), IACT Global in 2015
* Certificate in Retail Banking, Indian Institute of Banking & Finance, India in 2014
* CFP (Certified Financial Planner) from Financial Planning Standard Board, India in 2013
* NSDL Depository Operations Module, NSE, India in 2011
* CAIIB (Certified Associate of Indian Institute of Bankers), Indian Institute of Banking & Finance, India, in 2007
* JAIIB (Junior Associate of Indian Institute of Bankers), Indian Institute of Banking & Finance, India in 2006
* Mutual Fund Advisor Module(AMFI), National Institute of Securities Market, India in 2006
* IBM Advanced Certificate in Software Engineering, India in 2002

**Education**

* Diploma in Marketing & Sales Management with Computer Applications from NERIM, Guwahati, India in 1996
* B.Sc. from Arya Vidyapeeth College, Guwahati, Gauhati University, India in 1995

**IT Skills**

* Microsoft Office (Word, Excel & PowerPoint) and Internet Applications

**Personal Details**

Date of Birth: 31st March 1975

Languages Known: English, Hindi, Bengali & Assamese

Nationality: Indian

Marital Status: Married

No. of Dependents: 3

Visa Status: Not available

Passport Details: Yes, available(Issued at Assam, India). Valid up to 08/02/2019

Driving License Details: (Issued at Assam, India- Valid up to 13/03/2025)