**First Name of Application CV No 1660644**

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###### **Professional Summary:**

 Top-performing professional with over 9 years progressive experience in banking and finance, seeking to take next career step in banking as a Relationship Manager. Top performer with track record of consistently meeting or exceeding sales goals and customer experience. Expertise in managing personal, corporate, and small business accounts, and building long-term relationships with customers. Experience in managing and resolving account issues in bank branches and via phone. A strategic planner with proven track record of exploring new markets, managing sales & service operations and achieving desired goals. Team player with polished communication skills: Verbal, written, interpersonal and report building.

**Core Qualifications:**

Customer Acquisition, Service & Retention Marketing Financial Services

Sales Management .New Business Development

Banking Products and services Regulatory Compliance

Relationship Building  Revenue Generation

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**KOTAK MAHINDRA BANK LTD Sep 2014 –July 2015**

**Relationship Manager.**

* Relationship Management for a Portfolio of customers,
* Achieving sales targets and providing Customer service
* Responsible for Cross Sell & enhancing relationship with existing customers by selling of Investment products like Mutual Fund, Insurance & Current account & Saving account through generation of referrals from internal database.
* Managing Operations like A/c opening, Fixed Deposit, Lockers, and Forex etc.
* The branch customers are adequately serviced and appropriate products sold to them in a customer friendly environment that in turn ensures the branch attains profitability on all parameters with superior customer service and superior cross sell of products.
* Generate leads for Third Party Products (Mutual Funds, Life Insurance and General Insurance) to the customers.

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**HDFC BANK LTD Nov 2010– Sep 2014**

**Personal Banker**

* Manage sales of bank products, new business, operations and customer service and work with regulatory compliance, internal policies and procedures.
* Acquisition of New To Bank customer and cross selling all banking products. Responsible for Cross Sell & enhancing relationship with existing customers by selling of Investment products like Mutual Fund, Insurance & Current account & Saving account through generation of referrals from internal database.
* Selling Third Party Products for higher revenue.

**Bank Teller:**

* Worked as a teller in an error free environment and ensure that all the processes as laid out by the bank are followed properly without any deviations so that The branch customers are adequately serviced and appropriate products sold to them in a customer friendly environment that in turn ensures the branch attains profitability on all parameters with superior customer service and cross sell of products.
* Penetration of Saving Accounts on non-liability customers.
* Generate leads for Third Party Products (Mutual Funds, Life Insurance and General Insurance) to the customers
* Promoting all direct banking channels and ensuring that the customer is utilizing the same.
* Processing of Retail FX postings / Gold sales/Pre Paid Cards.
* Reduce or improve on Band 1 and Band 2 Customers.
* Issuance of DD/ MC (within prescribed TAT), Executing of funds transfer/ FD closure / Account Closure and Processing of Salary Uploads.
* Vault Custodian- Cash balancing and Cash bundling, Ensure no Cash Shorts and Excess.
* Custodian for cheque drop boxes- Management of clearing/ collection cheques/ FCY cheque collections.
* Printing of EOD Reports and filing them

**Selected Accomplishments:**

* Ranked among Top **10 Rankers At Bank**. Sold 4 to 5 products on average during each client meetings.
* Won several branch contests consistently as top sales person.

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**HSBC Bank:**

**Field Sales Executive: July 2010 – Nov 2010**

Acquiring new customer for premium credit cards.

**Selected Accomplishments:**

Achieved month on month targets.

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**HDFC BANK LTD: Oct 2006– Oct 2009**

**Contract Sales Executive & Team leader:**

* Acquiring new customer and Deepening of Accounts to increase the float value
* Cross Selling of all the Banks products to the customer
* Head a team of 8 members; report to the Sales Manager.
* Develop new clients through Direct, Cross-sell and Channel sources.
* Training and developing team members.

**Selected Accomplishments:**

* Achieved the highest ever sales target of **157 new account Logins** in the branch within one month.
* Member in Wall of Fame, for achieving Cross Sell Targets for the given duration.
* Achieved the highest ever sales target of **acquiring HNI customer of 25 numbers in the month of Jan 2009**

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**Educational Background**

* **B.SC(COMPUTERS)** SVU, Andhra Pradesh, 68% (April 2005)
* **Intermediate**, Intermediate Board of Education, A.P. 59% (Oct 1999)
* **Secondary Education**, Secondary school of Education, 74% (March 1996)
* **Additional Certifications:** IRDA, AMFI, NSDL

**Personal Details:**

**Date of Birth** : 10 February 1978.

**Marital Status** : Married.

**Languages Known** : English, Hindi, Kannada& Telugu.