**Manikantha**



[**Manikantha.373490@2freemail.com**](mailto:Manikantha.373490@2freemail.com)

**Sales Officer (Banking) and Process Executive**

### CAREER OBJECTIVE

To work with a professionally managed organization with growth orientation that could expose me to unlimited challenges and to make the best use of my skills, there by contributing significantly towards the growth of the organization and individual.

### CAREER SUMMARY

* Bachelor’s degree in Science with more than one year of professional experience in the field of Banking Sales and Customer Services.
* Worked as a Sales Officer in ICICI Bank for 1 year
* Worked as a Process Executive in PATRA INDIA BPO for 8 months
* Good Conversant with MS Office
* Good at preparing documentation for different processes
* Capable of dealing with customers/clients
* A Team player with self-motivated, strong communication & interpersonal skills

### PROFESSIONAL EXPERIENCE

* Worked as a **Sales Officer** in **ICICI Bank Ltd**, Nellore, Andhra Pradesh, India

***[May 2015 to May 2016]***

**Key Responsibilities:**

* Responsible to achieve branch target in both current and savings account
* Responsible to increase the Bank’s profitability by cultivating new business relationships and by maintaining a high service standard and compliance
* Generated the cross selling business from existing customers by selling other products
* Maintained and developed customer relationships, new business, and periodic visit to existing customers
* Managed and track the leads and maintained DSR on regular basis
* Developed and implemented plans to maximize sales
* Gathered market and customer information
* Query solutions and providing after sales service to customer
* Elevated client relations by establishing credibility, and providing appropriate coverage recommendations
* Explained features and advantages of various products of bank
* Ensured that bank policies and guidelines are consistently and strictly followed
* Worked as a **Process Executive** in **Patra India BPO Services**, Visakhapatnam, Andhra Pradesh, India  ***[*October 2016 to May 2017]**

**Key Responsibilities:**

* Processed Professional Liability Insurance Policies of Brokers in USA
* Work Quality Check on Daily Basis
* Coordinated with Client Manager over emails for the necessary changes to made in

Policies

* Updated the Team Leader & Client Manager about the policies and action taken on it
* Prepared Daily reports of processed cases.
* Maintained all the data of policy holder.
* Actioned to achieve and maintain efficiency rate ,quality standards and TAT as required by the management

### AREA OF EXPERTISE

* Retail sales and Back office operations
* Professional ability to deal customers/clients
* Well versed with Microsoft Office Pack
* Cross-cultural sales background, Market research
* Report writing
* Field survey & Competitor analysis

### ACADEMIC QUALIFICATION

* Bachelor’s degree in science from Andhra University, India - 2013
* Intermediate in MPC from Intermediate State Board of Andhra Pradesh - 2009
* SSC from State Board of S.S.C, Andhra Pradesh - 2007

### STRENGTHS

* Warm friendly
* Responsible & Sincere
* Quick learner of new things
* Ability to work under pressure

### PERSONAL INFORMATION

Date of Birth : 15-08-1992

Languages Known : English, Hindi and Telugu

Marital Status : Single

Nationality : Indian