**SUNITA**

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To seek a senior level assignment in Management with a growth oriented organization, where my experience, education and accomplishment will contribute towards achieving the set goal of the organization.

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**PROFESSIONAL EXPERIENCE:**

* An astute and result oriented dynamic professional with around 24 years of experience in various aspects of Bank Branch functioning including Customer delight, Targets, Human Resource, Inventory and Purchase Management, Operations, Vendor Management and overall Maintenance.
* Associated with State Bank of India from August 1993- June 2017 at various levels. Exited the State Bank of India as Branch Manager.
* Rich experience in meeting Business budgets, Loan Sanctions, Forex, Pension Matters, Complaint Management, General Matters, Maintenance and upkeep of Branch Premises, Disciplined & organized environment as well as mentoring & motivating team in optimizing performance levels, Liaison with local authorities.
* Other Areas covered are Manual preparation and Reporting of Branch Performance, Reporting of advances at branch under Credit Information.
* Possess good communication, interpersonal and leadership skills.

**Organizational Experience**

**Company Name Designation Tenure**

STATE BANK OF INDIA Branch Manager, Chaupati Karanja Branch November 2016- June 2017

STATE BANK OF INDIA Branch Manager, Vidyavihar West Branch January 2015 Onwards

STATE BANK OF INDIA Forex Officer September 2010 Onwards

STATE BANK OF INDIA Relationship Manager, PBB Margao Branch January 2008 Onwards

STATE BANK OF INDIA Operations Manager, Fort Aguada Branch June 2008 Onwards

STATE BANK OF INDIA Trainee Officer October 2005 Onwards

STATE BANK OF INDIA Customer Assistant, IIT Powai Branch October 2001 Onwards

STATE BANK OF INDIA Assistant, Focal Point Link Branch September 1993 Onwards

INDOSYS Systems Executive September 1992- April 1993

**Proficiency Forte**

**Branch Management as “Branch Manager”.**

* Meeting Business budgets in areas of Deposits, Advances, NPA Management, Cross selling of various Banking products.
* Sanctioning of Personal Segment loans & handling of General Matters within the discretionary powers as set by the Bank.
* Customer Acquisition, Maintenance of existing customers and ensuring customer delight.
* Accountable for ensuring the overall operational performance, timeliness, reliability & integrity of operations, performance and quality.
* Ensure the profitable delivery of operations, control of costs & overheads.
* Manage, mentor and maintain a strong working relationship with the Support Staff, Controlling Offices and offer assistance whenever required.
* Addressing the customer grievance directly and through various channels
* Meeting the challenges of various Govt. Schemes, Taxation, Central Bank directives
* Timely Reporting to higher Authorities and keeping with the banks goals and vision.
* Liaison with government officials.
* Ensure quality of work by adhering to Service standards and meeting various Audit commitments and rectification of deficiencies.

**General Administration**

* Overseeing cash management, customer counter functioning, day to day targets, fresh instructions, Staff allocation.
* Day to day filing and maintenance of records, Moving of physical records of over a year to Data Centre to ensure uncluttered premise, Destruction of records as per Banks policies year on basis.
* Ensuring completion of all formalities and transfer of documents (KYC, Loan, NPS, TAX etc.) to various departments in a timely manner after updations in the system.
* Effectively ensuring maximum uptime and flawless operation of major and minor equipment of D G Sets, UPS Sytems, Computer Systems, ATM, Cash Deposit Machines, Printers, CCTV, Fire Alarms, Intruder Alarm.
* Pest Control measures to ensure a healthy workspace.
* Liasioning with Police, Fire Department, Landlords, Municipal Authorities to facilitate smooth flow of operations. .
* Ensuring timely payment of all Vendor bills, Taxes.

**Purchase/Commercials**

* Managing cost effective Procurement of stationery & equipment through a reliable Vendor base and get the Best product and Services at the best price without compromising on quality.
* Service Agreements and AMC’s with reliable contractors for upkeep of all Banks assets
* Ensuring maintenance of optimum inventory levels and procurement of necessary items for the office.
* Develop and manage new vendors/ supplier chain & service providers to ensure best practices.

**Security Management**

* Facilitating Security Operations like verifying Access Control, CCTV monitoring and backup, overseeing all physical and electronic security.
* Arranging for Emergency Response Plan, Mock Drills, and Evacuation procedures.
* Installation and quarterly checking of Safety Gadgets, Fire Alarm Systems, Fire Extinguishers, Sprinkler Systems.kl
* Ensuring correct implementation of security policies and Training of all Staff.

**Other Areas**

* Meeting Customer Foreign Currency, Travel card, Remittances
* LC Business, Bill for Collection, Import Remittances
* Overseas Direct Investment of corporates and reporting to Central Bank
* Back Office Processing of transactions at Airport counter
* Ensuring timeliness of Staff Increments, Attendance. Reporting of unauthorized leave and loss of pay.
* Prompt reply of emails, mail received at Branch.
* Allocation of additional duties to staff
* Holding Staff and Customer Meetings and addressing issues

**Other Achievements**

* Runner up in the Annual Essay Competition in 2013
* Runner up in Forex Business in Mumbai Circle

**Academic Credentials**

Bachelor of Commerce from the Mumbai University

Completed JAIIB and CAIIB from the Indian Institute of Bankers

Diploma in Computer Programming from NIIT including C

**Personal Vitae**

DATE OF BIRTH: 21st November 1970

LANGUAGES English, Hindi, Marathi

MARITAL STATUS Married

NATIONALITY Indian

VISA TYPE Visit

VISA EXPIRY 15TH April 2018