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**RAVI SHANKAR SINGH**

**Objective:** To obtain a challenging position in management and strive for excellence with dedication, proactive approach, positive attitude and passion towards the work that will fully utilize my problem solving and decision making abilities in the best possible way for the fulfillment of personal and organizational goals

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**Synopsis:** 1 year 10 months of experience in the management of Credit cards (Sales and Marketing) and operational field, Experience includes acquiring new customers, procuring and validating their documents, KYC handling and data analysis with extended expertise in Retail Banking

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**Education:** PGPM: Post Graduate Program in Management, Major: Finance, Minor: Marketing from International School of Management Excellence, Bangalore  
Year: 2013

B.A. Degree in Economics and English Literature from BSB Post Graduate College Sahabganj Pratapgarh Uttar Pradesh  
Year: 2011

Passed XII Standard from SVM Lalganj Pratapgarh U.P.  
Year: 2008

Passed X Standard from SVM Lalganj Pratapgarh U.P.  
Year: 2006

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**Skills:** Managerial skills  
Networking skills  
Presentation skills  
Analytical skills

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**Experience:** **Promoted as an SRO - Sr. Relationship Officer, October 1<sup>st</sup> 2014**

1. Employer: American Express Services India Ltd  
Job Title: Sr. Relationship Officer  
Duration: January 13<sup>th</sup> 2014 - May 16<sup>th</sup> 2015  
City, State: Bangalore, Karnataka
2. Employer: IndusInd Bank Ltd  
Job Title: Acquisition Manager  
Duration: July 3<sup>rd</sup> 2013 - January 7<sup>th</sup> 2014  
City, State: Bangalore, Karnataka

**Title** **Retail Banking - Channel NCS**

Client / Market: Entire Bangalore

Profile: The National NCS channel is a Premium account acquisition division of American Express Services India Ltd in Bangalore which is responsible for marketing channel development for the local market predominantly for the high net worth individuals. It works on different business models like key account relationship, Business through referrals (commonly known as BAU). This division ensures the highest revenue generation for the entire Strategic Business Unit (SBU) by acquiring the highest HNIs in board

Domain: Consumer Cards (Premium Account)

Duration: January 13<sup>th</sup> 2014 - May 16<sup>th</sup> 2015

Role: Sr. Relationship Officer - American Express (NCS)

Responsibility: A business enthusiast responsible for validation of KYC and processing application .  
profiling of customers

**Key Deliverable:**

- Application processing steps GNA, NASP (New Accounts Servicing Portal) and Sales force
- Validation of Pan no of customers, ITR (Income Tax Return) documents process procurement
- Procurement of Income documents through government website
- SFDC Sales force lead generation process
- Quality check of procurement docs from the customer and usage of E-AADHAR card
- Extensively work on controlling cancellation in the time of verification to maximize monthly NAA (New Acquired Accounts)
- Conducting training session for new joinee candidate, and for colleagues make them understand in terms of business process and Target vs Achievement inputs

### Achievements:

- Performance appraisal from Vice President American Express, October 2014
- Involved in achieving more than 138% TVA (Target Vs Achievement)
- Secured 2<sup>nd</sup> position in Akkekrit Scholarship Examination at district level

**Certification :**

- Certificate of Appreciation, Star performer award in the Achievers club October 2014
- Certificate of Academic Achievement
- Professional Learning Certificate
- Attended Corporate Mentoring Program of Global Shapers Forum 2012, at Infosys, Bangalore

### Personal Details:

Name: Ravi Shankar Singh

Father's Name: Brij Bhan Singh

Date of Birth: July 15<sup>th</sup> 1992

Nationality: Indian

Language: English (r, w, s), Hindi (r, w, s)

Hobby: Travelling, Reading Novels

Present Address: #53 1<sup>st</sup> Floor Manjushri complex 3 cross Chinappanahalli Marathahalli Bangalore, 560037