SANJIV KUMAR

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Ph no: +919650704334,+919540066044

**CAREER OBJECTIVE**

To work in a challenging and competitive environment that provides me with an opportunity to learn and grow within the organization and help achieve organizational objective.

**CORE COMPETENCIES ( BANKING )**

* **Resolving Customer Complaints:**  Initiating pro-active steps for resolving the customer complaints with 0% escalations and 100% service quality maintenance.
* **Relationship Management / Business Development:** Identify and develop new streams for long term revenue growth and maintaining relationships with customers to achieve business.
* **Customer Service:** Build and strengthen relationship with key account holders thereby ensuring high customer satisfaction by providing them complete resolution.

**PROFESSIONAL EXPERIENCE**

**INDUSIND Bank Ltd: CASA June 2013 to Present**

**Designation**: Associate sales Manager

**KOTAK Mahindra Bank Ltd: CASA May 2012 to June 2013**

**Designation**: Asst. Manager

**HDFC Bank Ltd: CASA Sep 2010 to May 2012**

**Designation**: Sr Sales Officer.

**Key Responsibilities:**

* As a Associate sales Manager I require to ensure that all the documentation/account opening formalities are completed by customer in my presence.
* To ensure strict adherence to know your customer (KYC) norms in all applications sourced.
* Meet the customer personally for collecting the IP cheque and the AOD
* Original identity and Address proof documentation need to be personally seen, scrutinized and verified, and only then the Original Verified stamp is to be affixed

**ACADEMIC QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/Certificate** | **Institute** | **Year of Passing** | **%Marks/CGPA** |
| **MBA** | **BHABHA** management research Institute Bhopal (m.p) | **2010** | **67.37%** |
| **B Com** | H.P.D Jain college (ARA BIHAR) | **2008** | **67.27%** |
| **XII** | H.P.D Jain college (ARA BIHAR) | **2004** | **61%** |
| **X** | H.P.D Jain school (ARA BIHAR) | **2002** | **61%** |

**STRENGHT**

* Positive Attitude
* Dedicated and Self Motivated
* Flexible and adapt to new working environments
* Strong determination to succeed

**IT Proficiency**

**Well versed with M.S Office, Tally 7.2 & 8.1**

**SUMMER INTERNSHIP:** **PROJECT DETAIL**

**MINOR PROJECT**

**MAHINDRA TRACTORS Pvt ltd March 2009 to May 2009**

**Title:** Sales & distribution

**MAJOR PROJECT**

**SUDHA DAIRY March 2010 to May 2010**

**Title:** Sales & distribution

**PERSONAL DETAIL**

**Name :** **Sanjiv kumar**

**Father’s Name :** **Dilip kumar choudhary**

**Date of Birth : 05/02/1988**

**Marital status :** **UNmaired**

**Nationality :** Indian

**Address :** B310/1021, New Ashok Nagar (New Delhi)

Pin-110096

**Language proficiency :** English, Hindi

**DECLARATION**

I hereby declare that the above-mentioned information is true in the best of my knowledge and belief.

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Date:

Place:

(Sanjiv kumar)