**Name**: Amit Dahiya

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| **Objective** |

To Obtain a Managerial position that will enable me to use my strong sales skills, marketing background and abilities to work well with people. To give best possible contribution towards the growth of the organization and be an asset

**Experience Summary:**

* An innovative and creative thinker with more than 3 years of Experience. Currently working in banking industry in Retail and corporate sectors at the position of “**Assistant Manager**”.
* A hardworking, outgoing & number driven individual with sales oriented attitude.
* Highly competitive, self-starter and goal oriented professional with Multitasking ability.
* An effective communicator with good relationship building & interpersonal skills.

**Areas of Exposure:**

**Business Development**

* Developing new clients to ensure business, organizing and participating in promotional programs & eventsfor greater brand visibility.
* Taking care of the sales with focus on achieving predefined sales target and growth.

**Customer Relationship Management**

* Maximizing customer satisfaction level by monitoring customer complaints ,resolving their issues for customer retention and taking more and more references through them

**Channel Management**

* Working with different channels like Internet,Citiphones and Branch. Understanding their requirements and offering them the Best-In-Class products.And try to maximize the business through the dedicated channels by cross selling.

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| **Professional Experience** |

**Name of the Organization: Citibank N.A India**

**Designation: Assistant Manager**

**Duration: April 2012- Till date**

**Location: Delhi**

**Work Profile:**

* Delivering on **Card Acquisition**/**Personal Loan** targets through Direct Sales and X-sell of other banking products such as **Mortgage**, Banking accounts.
* Performing employee engagement activities like **Quiz, Chocolate tasting, Golf Putting, Mall activities** and offering them all the financial products.
* Responsible for setting up new **Citigold Relationships** for the bank in the form of savings & current accounts for **HNI segment.**
* Coordinating directly with different channels of business like Mortgages, Business lending and Sales & Distribution teams to offer a complete banking solution.
* Ability to recognize Business potential for acquiring new customers in the corporate space and **formulate acquisition initiatives.**
* Carry out sales activities with the view to enhance market share of **Personal loans/Cards** in existing Corporate as well as entrench in new corporate relationships.

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| **Achievements in CitiBank** |

**2015**

* Promoted to **Assistant Manager** in 1 year basis exceptional performance
* Got a **Rating of 1**
* Won **World cup contest** for April ‘15

**2014**

* Consistent **A+** throughout the year
* Achieved **product Depth of 5**
* Awarded with **Gold, Silver & Bronze** medal in S & D Spring Olympics in Q1
* Won **Oscar Award** in month of August
* Awarded with **Q1 Instant Award**
* Awarded with **Outstanding performer Award** for Q1
* Won **Client Excellence Award** in Q2

**2013**

* Promoted to **Next Grade** with the **Rating 1.**
* **Highest Mortgage** booking of 3 Crore in Delhi NCR region
* Achieved **product Depth of 5**, twice in the year 2013
* Awarded with **Q2 Instant Award** 2013
* Front runner in “**Citibanking Super Kings**” Contest for booking Maximum No. of Accounts in Q2 and Q3 2013
* Highest No. of units in **September month 2013**

**2012**

* Awarded **Banker of the month, October 2012**.
* **Topped** Quarter 4 of Financial Year.
* Awarded For **Outstanding Service Quality in Asia Pacific Individual Award**
* Awarded with the maximum number of **units sold** in quarter 4, 2012.

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| **Other Work Experience** |

* Name of the Company: Competitive Edge Consultants
* Duration: 1 Year
* Designation: Research Associate

**Responsibilities:**

* Meeting client to understand their problem area, deciding on the parameters of research.
* Working in a team to design the questionnaire
* Implement Pilot Testing Phase
* Working on the both qualitative and quantitative data to analyze
* Making Reports and presentation

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| **Education / Academics** |

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| **Educational Qualification** | **University/College/School** | **Year** |
| **PGDM (Marketing with International Business)** | New Delhi Institute of Management | 2010-2012 |
| **B.E. (Information Technology )** | Lingaya’s Institute of Management & Technology, MDU | 2006-10 |
| **XII** | St. Xavier’s Sr. Secondary School (C.B.S.E) | 2006 |
| **X** | St. Xavier’s Sr. Secondary School (C.B.S.E) | 2004 |

**During MBA**

* Customer Satisfaction Survey
* To Study Consumer Perception towards Online Shopping.
* To study Consumer Behavior towards Mobile Phones.

**During B.E**

* Expense Monitor
* Mobile Banking
* Image Builder

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| **Computer Proficiency** |

Software Languages: C++, CORE JAVA (course done from NIIT).

Database: SQL, MS Office

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| **Interest & Hobbies** |

Learning new things, social networking, exploring new places, listening music, playing cricket

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| **Personal Information** |

Date Of Birth : 29 Oct 1988

Nationality : Indian

Father’s Name : Mr. Naresh Dahiya

Father’s Occupation : Government Officer

Marital Status : Unmarried

**AMIT DAHIYA**