

PRAVESH BANSAL

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SUMMARY

To work for an organization where my past experiences & skills shall be valued and properly employed and further developed.

Over 9 years of overall experience in branch operations and sales, who excels in providing solutions to my client's business requirements while always adhering to my own organisational objectives. My ability to learn and adapt to change along with my acquired knowledge and skill-sets over the years in banking industry are what I firmly believe will help me pursue my career goals.

WORK EXPERIENCE

- **Bank of Baroda credit card (BOB Card), Banswara Region** (June 2024 – Till date)
Regional Relationship Officer (RRO)

Key Responsibilities:

- Building synergy with Regional Office.
- Driving the sales of Credit Card
- Execution of BTL (Below the Line) activities.
- Document management, KYC, AML compliances.
- Will be responsible for managing a team of Off-Roll Sales employees

- **CSB Bank Ltd , Jaipur Rajasthan** (May- 2023- June 2024)
Senior Manager

Key Responsibilities:

- To head branch operations ensuring top of the line customer service and customer engagements.
- Functional Responsibilities: To ensure customer service standards are met and minimize customer complaints and escalations
- Deepen customer engagements and ensure revenue is maximized by cross sell and upsell
- Ensure smooth operations of the branch at all times
- Ensure branch adheres to the highest standards of compliance
- Ensure branch upkeep in terms of physical and IT infrastructure

- **Au Small Finance Bank, Renwal Rajasthan** (Mar- 2022- Apr-2023)
Branch Operations and Service Manager

Key Responsibilities:

- Responsible for Overall Branch Operations And Branch Business work for the day with Team.
- Complete daily Assign Target and overall Branch service
- Gold Loan Sale and Service (finding Prospect customer for Gold Loan and Provide them Gold loan as well as after sale service)
- Business and Personal loan Sale and Service (finding Prospect customer for Loan and Provide them loan as well as after sale service)
- Locker and Cross sell of Product.
- Responsible for Cash Transaction In the Branch ,ATM Management
- Cross sell of Home loan , credit card, Demat Account, QR codes

Address: C-284, Mahesh Nagar, Tonk Phatak, Jaipur, 302 015 (Rajasthan)

Contact No: +91-+919462867232 **E-Mail id:** bansalpravesh89@gmail.com

➤ **Utkarsh Small finance Bank Ltd., Alwar, Rajasthan**
Branch Operation Manager

(July 2021- Feb 2022)

Key Responsibilities:

- Responsible for day to day Operational and Administrative activities in the Branch, which include coordination with IT, Infrastructure, Security, Secured Stationery(Operations), Unsecured Stationary (Admin) and Housekeeping.
- Accountable for Quality Customer Service within Stipulated Time Frame while adhering to regulatory and procedural compliance.
- Responsible for coordination of Audits at the branch and availability of requisite resources in the branch without affecting regular branch Business.
- Take overall responsibility for administration and control of the branch operations, including its infrastructure and personnel.
- Accountable for cash transactions in the branch including aspects such as cash management, tallying of cash with reports in system vouchers and maintenance of registers for cash transactions and reconciliation of day end ledgers with the help of cashier.
- Approve/authorize transactions as required, check and ensure genuineness of the documents provided by the customers.
- Ensure adherence to TAT for all branch transaction, grievance redressal and customer queries.
- Serve as a point of check for completion of forms/applications, verification of the KYC documents and other document proofs provided by the customer for purposes such as transactions, account opening etc.
- Handle walk-in sales in absence of liabilities/assets sales personnel.

➤ **Ujjivan Small Finance Bank Ltd., Bharatpur, Rajasthan**
Branch Operation Officer

(April 2018 – July 2021)

Key Responsibilities:

- Responsible for day to day Operational and Administrative activities in the Branch, which include coordination with IT, Infrastructure, Security, Secured Stationery(Operations), Unsecured Stationary (Admin) and Housekeeping.
- Accountable for Quality Customer Service within Stipulated Time Frame while adhering to regulatory and procedural compliance.
- Responsible for coordination of Audits at the branch and availability of requisite resources in the branch without affecting regular branch Business.
- Take overall responsibility for administration and control of the branch operations, including its infrastructure and personnel. Approve/authorize transactions.

➤ **Yes Bank Ltd. Kherli, Alwar, Rajasthan**
Branch Service Partner (Sr. Officer) in Operations

(Mar, 2017 – Mar, 2018)

Key Responsibilities:

- Run the processes for account opening, account maintenance & account closure related formalities as per YBL process
- Handle customers' enquiries and instructions, whilst ensuring that the Bank's delivery standards are met in achieving total customer satisfaction. e.g. timely checking of account opening documentation, opening of Accounts etc.
- Ensure adherence to process & documentation standards (e.g., forms/checklists, welcome calling, approvals, etc.)
- Maintain strict vigilance on the quality of forms and documentation provided.

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➤ **IndusInd Bank Ltd. Lalsot, Dausa, Rajasthan**
Associate Manager Operations (Cash & Remittance)

(Dec, 2014 – Mar, 2017)

Key Responsibilities:

- Responsible to handle customer query related to banking product
- Reconciliation /Administration of ATM attached to the branch
- Sales all banking product to the existing or by cold call to the customer
- Sell of banking product CASA, INSURANCE ,RD, FD, MUTUAL FUND,LOANS
- Proactively identify sales prospects and do business development activities in the geography assigned.

➤ **ICICI Bank Ltd. Neemrana, Alwar, Rajasthan**
Sales Officer (CASA)

(Jan, 2012 – Aug, 2012)

Key Responsibilities:

- Responsible for achieving the monthly sales target, assigned to me, for various products and services offered by ICICI Bank.
- Cross sell new product and service opportunities.
- Market mapping, customer mapping, competitor mapping in the geography assigned.
- Follow up on new leads and referrals to generate business

Training Programs Attended

- Management Training (Finance & Marketing Dept.) with Stock Holding Corporation of India Limited, Jaipur **(May 2010 to June 2010)**
- One week finance training attended in Hindustan Times, Chandigarh (2009).
- One week finance training attended in Swaraj Tractor, Chandigarh (2009).

EDUCATION

- M.Com(Business administration) from University of Rajasthan Jaipur (2013)
- M.B.A (Finance & Marketing) from Jaipur National University, Jaipur (2011)
- B.Com from University of Rajasthan Jaipur, June (2009)

IT SKILLS

- Windows, MS Office

PERSONAL DETAILS

Languages Known: English, Hindi
Date of Birth: 02 September, 1989

Pravesh Bansal