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**ASSIGNMENTS HELD DURING THE SERVICE IN THE BANK.**

**1 Chief Manager (Accounts & Admin), CCG/ CAG (04152) Branch. 3 years.**

Efforts were appreciated by the higher authorities for arranging Antigen test and also vaccination drive in the Branch with the support of municipal authorities and the Bank’s doctor for the staff, family members and customers. This was the first drive in the centre.

**2 Chief Manager (Concurrent Auditor), CAG (04152) Branch. 2 years.**

**Recovered Rs 84 lacs in AUCA SARB, Ahmedabad in the account of Kovaya (04153) Br where I was posted as Br Mgr (SMGS IV).**

**Recovery of Rs7 lacs in AUCA account in the account of Kovaya (04153) Br where I was posted as Br Mgr (SMGS IV).**

Continuous timely and systematic examination of the transactions and prompt identification of the errors and irregularities, ensured authenticity, accuracy and compliance with the guidelines of he systems and procedures helped in scoring 943 marks in RFIA, highest in the CCG vertical

Coordinated between the external auditors and the branch functionaries in issues like income leakage, proper follow up, etc. which was appreciated by the CAG Central. Coordinated in submission of compliance remarks of Central Audit. Quick and correct submission of data, response to the controllers was appreciated by the Audit Department.

**3 Chief Manager, SBI Kovaya (04153) Branch. 8 months.**

Mobilized deposits for contract laborers to the tune of Rs5 crores on a holiday.

Sanctioned 10 car loans to the staff of Ultratech Cement, each loan of Rs10 lacs in a week, highest in the RBO. This was appreciated by the controllers.

Efficiently handled the Branch during Demonetization period. The Branch was chest Branch and remittance issues of branches 200 km at Nilambaug, Bhavnagar.

**4 Chief Manager (Quality Analyst), Contact Centre Operations Department (CCOD), Corporate Centre (Baroda). 5 years**

The Bank’s toll free number 18004253800 was suggested by me.

Suggested ways to identify the fraud callers

Analyzed and tested IVR tree, shortcoming were pointed out which were implemented by for the customer delight.

Training SPOC (Single Point of Contact) of the SBI process.

Initiated the observation of long calls, short calls, repeat calls. Out called the customers on random basis and resolved the issues. The suggestions made were approved by the Bank and SOP was implemented. This was appreciated by all and implemented in the duty list of all Project Officers across the locations.

Initiated bimonthly knowledge test of the team leaders and above across the locations.

Played key role in dispute resolution across the locations.

**5 Branch Manager, Kalol Branch. 2 year.**

Received appreciations for deposit mobilization, recovery.

**6. Branch Manager, Bhatiel. 2 years**

Received appreciations for highest recovery in NPA accounts in the region.

**7. Credit Analyst, RACPC Baroda. 3 years**

Processed many high value housing loans of the Judges, Company Secretary, etc. Received incentives for cross selling.

**8. Field Officer, Navjeevan Housing Society Branch. 2 years**

**Settled 1st DRT lokadalat case among the banks in the state.**

**Traced out defaulters and made recovery in several written off accounts.**

Processed highest housing loans in the region.