

# SOUGATA MONDAL

## Relationship Manager

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## EXPERIENCE

### Relationship Manager

#### Ujjivan Small Finance Bank

03/2024 - 07/2024 Howrah

- Responsible for Current Account Acquisition and Portfolio management for all banking products, with primary focus on current accounts
- Handling customer problems and provide the suggestion in financial fund management

### Relationship Manager

#### ICICI Bank

05/2022 - 02/2024 Kolkata

- Responsible for Customer Acquisition for Working Capital Loan as primary focus product
- Handling after sales services of existing customers and resolving their requirement
- Identifying opportunities in selling other revenue generating Liability and third-party products i.e. QR, POS Machine, Insurance Products, Demat accounts, Tally plug-ins, Gold bonds, Mortgage in LAP Loan

### Senior Business Development Executive

#### Oysterbath Concept Private Limited

07/2021 - 04/2022 Jharkhand

- Handling Business development through Interior, Dealers, Sub Dealers, Contractors, Engineers, Architects
- Handling sales target on a monthly basis and responsible for driving secondary as well as primary across the vertical

## INTERNSHIPS

### HDFC Credila Financial Services Limited

02/2021 - 07/2021 Kolkata

#### Sales Executive

- Visiting branches to build relation with Relationship Managers to generate leads regarding education loan
- Achieving 4cr disbursement for the first quarter with a maintained loan sanction ratio

### Byju's

01/2021 - 02/2021 Kolkata

#### Business Development Executive

- Cold Calling 120 clients every day, understand the requirement through the assessment and pitch accordingly
- Converted 4 customers and generating the revenue of 1lac within the period of 2 months

### Kalpataru Limited

04/2019 - 05/2019 Pune

#### Channel Sales Executive

- Cold Calling over 200 Channel Partners for informing them about Projects and Personally, met over 30 Channel Partners in the west and east region of Pune in 2 months
- Activated 27 Channel Partners and created 6 new Channel Partners leads in both the regions in 2 months

## LANGUAGES

### English

Native

### Hindi

Native

### Bengali

Native

## SUMMARY

Relationship Manager in Working Capital Loan and Cross Selling of Liability Products along with third party products like, QR, EDC machine etc. Dealing with high valued customers who are in requirement of Home Loan, Mutual Fund etc for their business growth or financial expansions. Gaining exposure in Direct Sales and Customer Acquisition. Coordinating with back-end Operations team and other various departments to ensure seamless on boarding of new clients and timely resolution of customer requests and complaints.

## EDUCATION

### PGDM (Marketing & Operation, Finance & Marketing Analytics)

#### International Management Institute (IMI), 72%

01/2018 - 12/2020 Bhubaneswar

### B. Tech

#### Dr. B. C. Roy Engineering College, MAKAUT, 72%

08/2013 - 05/2017 Durgapur

### Higher Secondary

#### World Business Council of Higher Secondary Education, 70%

04/2011 - 05/2013 Asansol

### Secondary Education

#### West Bengal Board of Secondary Education, 82%

04/2009 - 03/2011 Asansol

## TECHNICAL SKILLS

MS Office

Finacle

CIBIL &  
CPCS

Probe 42

Perfios

## HOBBY

### Reading Books