

SOUMA MAJUMDER

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ACCOMPLISHED BANKER

Offering an impressive experience of over 21+ years in retail banking sector.

PROFILE

- Competent Professional with incredible experience of 21+ years in diverse areas **encompassing business development, marketing of different products, handling team of both fresher and experienced resources, adhering to compliance, banking rules and regulations keeping customer delight in mind.**
- **Proactive and goal-oriented leader with established record of success in leading various corporate initiatives.**
- **Experienced in setting quality standards, risk assessment, developing business continuity plans & service standards for business excellence.** Adept in developing, assessing, reducing costs & effectively managing timelines & resources.
- **Capable of performing a wide range of people management functions from recruiting** through goal setting, training, competency building, resource utilization/ allocation & capacity planning, knowledge transfer, Retrenchment, etc.
- **Proven success in enforcing Marketing, Brand management & streamlining processes,** establishing quality assurance framework for achieving excellence in delivery and implementing best practices

Key Expertise Areas

□ Client Relationship □ Strategy Planning □ Talent Development □ Human Resource Planning/ Optimisation □ Team Management □ P&L Accountability □ Planning Management □ Financial Management □ Marketing and Branch Management
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CAREER GLIMPSE

KOTAK MAHINDRA BANK LTD

Dec ,2010 - October 2021

Branch Manager -

- Responsible for overall business development of the branch.
- Responsible for overall Profit and Loss book of the branch.
- Increase of branch revenue through sales of Third Party Products like Life Insurance, Mutual Fund, General Insurance, Trade Forex
- Adherence to compliance an banking rules and regulations
- Ensuring custodmer delight by maintaining excellent service quality

Regional Customer Value Manager

- Responsible for overall development of CASA (Current Account Savings Account) for the entire region comprising of 64 branches.
- Arrangement of Training & Development of the staffs related to various corporate initiatives.
- Act as liasoning officer between frontline staff and corporate office
- Responsible for development of Relationship Officers in terms of their KRA
- Responsible for digital activation across the branches through a team of Account Activation officers

Service Manager

- Responsible for providing exemplary customer service.
- Responsible for branch business through a team of Relationship Officers.
- Handling audit and compliance
- Driving various corporate initiatives

ICICI BANK LIMITED

March, 2000-Dcember, 2010

Branch Service and Compliance Manager

- Responsible for providing exemplary customer service.
- Responsible for branch business through a team of Relationship Officers.
- Handling audit and compliance
- Driving various corporate initiatives

Regional Training Manager

- Handling training requirement of branch banking resources across several branches
- Onboarding training of new joinees
- Launch of new branches – training requirements with respect to branch launch
- Responsible for learning score of branches
- Solving day to day queries of frontline staff
- Tracking progress of new joinees over a period of three months
- Imparting knowledge with respect to new processes of the bank and other regulatory bodies.
- Handholding of branch with respect to audit and compliance.

Feb'09-Jul'09

Branch Operations Manager

- Accountable for overall audit and compliance of the branch.
- Involved in branch business through a team of service officers
- Accountable for overall customer service of the branch.
- Driving various projects / initiatives of the corporate office.
- Taking care of the training requirements of the team.
- Monitoring of day to day activities in terms of audit, compliance and service quality

Service Officer

- Handling day to day customer queries and processing their service requests.
- Direct Client visits and raising business from them like accounts, term deposits, life insurance, general insurance
- Adherence to different processes thereby taking care of audit and compliance
- Handling of several frontline activities like cash, clearing, trade and forex.
- Execution of various projects or initiatives laid down by the organisation.

SCHOLASTIC PORTFOLIO

B Com (Hons); 1995

Calcutta University

Schooling

St. John's Diocesan High School (Class XI-XII)

Gokhale Memorial Girls' High School (Till Class X)

Date of Birth: 29th March, 1973

Hobbies: Music & Movies

Linguistic Abilities: English, Bengali & Hindi

References: Available on Request