

RESUME



DURGAPPA D S

C/O –Chandrappa mukarani
Bodanahosalli,
Hosakote,
VIA: Kadugodi
Bangalore rural -560067

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CAREER OBJECTIVE:

Extensive experience in channel sales, Distributer Management, Product Launches / Promotions, credit control .Rich leadership and motivational skills, proven ability to quickly build rapport, establish trust, train and motivate people of all levels to achieve their maximum potential while attaining corporate objectives.

CAREER ABSTRACT :

- **SALES AND MARKETING EXPERIENCES :** More than 6 years sales experience throughout the Southern India i.e. Karnataka state.
- A skilled communicator with exceptional presentation skills in leading cross-functional teams and establishing beneficial relationships.
- Having good man managing skill bridging superior, colleagues and down the level personnel's.
- Having experience to set-up Branch Office from scratch.
- Ability to shoulder own up higher responsibility with loads of Enthusiasm.

EDUCATIONAL QUALIFICATION :

1. B.A.(Arts) from Karnataka University, Dharwad in 2004
 3. B.ed (Teacher training) From Bangalore University 2005
 2. **M.A.** from Mysore University continuing(2009-11)
 3. Software knowledge on MS-DOS, Windows & MS-office
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WORKING EXPERIENCE :

ADFC Ltd.(2005-07)

Designation : DP operations.

JOB PROFILE :

- * Saling the D mate and online trading Account
- * Update of existing customer details.
- * Transferring the shares from one account to another account ..
- * De metallization/ Re metallization of shares.

ICICI Bank Ltd.(Marathali, Bangalore, Karnataka)2007- Aug'09**Position :Demat Associate****JOB PROFILE :**

- * Saling the D mate and online trading Account
- * Dealing with client for Personal loan(Car, Housing, two wheeler)

MenonTech Info Solutions Pvt Ltd, Bangalore**Position : Sales Excutive**

Aug'2009- 2011 feb

- * Saling the D mate and online trading Account
- * Dealing with client for Personal loan(Car, Housing, two wheeler)
- * presently working In HDFC BANK as SALES OFFICER from 018/02/2011 till date

Job Profile:**Responsibility Areas****SALES**

- Maintain Daily Sales Report
- KYC
- Structured bundled offering of products and services to the customer within the defined time line
- Ensure quality new acquisition on SA and CA for Resident/Non Resident
- Maintain Depletion control for branch
- Penetration of Savings Accounts on non liability customers
- Penetration of FD to unique customers
- Using Data-mined for cross selling
- Sales of various Credit Cards
- Sales of Third Party products to the customers
- Sales of Asset Products
- Enhancing Customer wallet Size by ensuring that customers make us the primary bank, sales to family members and associates

CUSTOMER SERVICE**Customer Services**

- Ensure that customer information is communicated to the respective customer only
 - Ensure that upon written request and verification of the signature the account information is provided
 - Explain to the customer the delays involved in branch transaction for such a request and explain the ease of DBC's

- Ensure that the customer query are attended to and resolve the same in an efficient manner and within stipulated TAT's
 - Recording complaints as per the specified process
 - Ensure that complaints do not get escalated
 - Improve customer communication on closures through scripts & mails.
- Preventive complaint management
 - Asking for feedback from customers, who may not be complaining.
- Ensure that customer contact details are updated
 - PAN
 - Address, Phone and email
 - Any other pending documents/information are to be updated
- Ensure the correct product information is disseminated
 - Responsibility of processing customer instructions within the said TAT
- Ensure that the schedule of fees and services are followed and ensuring no revenue leakage to the Bank
- Ensure that Band 1 & 2 customers are restricted on cheque books.
- Effectively manage Band 1 & 2 customers in avoiding them to use the branch channel.

OPERATIONS

- Ensure certification of documentation required for opening and maintaining customer accounts
- Error free documentation for all account opening and all customer instructions(stop payments,FD,closure)

Ensure reprocessing and curing of returned instructions, forms sent from CPU

- To handle balance enquiries/ brief transaction queries/ statement or balance confirmation certificate issuance to customers (however to ensure customers are migrated to DBC)
 - To process stop payment/ hot-listing requests immediately upon receipt of the same.
- Maintain inward and outward courier register including details of TPP documents handed over to the AMC

PERSONAL DETAILS

NAME	: Durgappa.D.S
Permanent Address	: AT.nelgudda,po.tarlaghatta,tq.kundagol,Dharwad, Pin581113
Date of Birth	: 01/08/1979
Sex	: Male
Nationality	: Indian
Marital Status	: married
Language Known	: English, Hindi, and Kannada (Speak, Read & Write)
Father's Name	: Mr. Shankrappa
Current Salary	: 2.70 Lac per Annum

(DURGAPPA.D.S)