

## RESUME

**Sunil Kumar**

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**Career objective:** To climb the ladder of success and reach the highest echelons in the corporate world by joining an exemplary organization where hard work and commitment to work are well rewarded.

**Summary:**

**Having nearly 5 years of experience in the field of Banking and, great exposure in the areas of Customer Relationship, Marketing of New Products and Maintaining Good relationship with Corporate.**

**Work Experience:**

- Worked as a Computer Operator in a Share Market Terminal from July 2009 to March 2011.
- Worked as a Manger in Yo Bikes Showroom from April 2011 to August 2011.
- Worked as a Team Leader in HDFC Bank September 2011 to December 2011.
- Worked as a BDE (Executive) in Axis Bank January 2012 to November 2012.
- Working as Customer Relationship Partner ( Senior officer) in YES BANK LTD since November 2012 to Till date for Dhuri Location .

### **Areas Operations:**

- Overseeing the documentation process for opening and maintenance of current, savings and TASC accounts.
- Adherence to KYC/AML norms as stipulated by RBI.
- Monitoring and ensuring that the TATs are adhered to as stipulated by the bank.
- Timely opening and activation of the accounts .
- Focused towards Zero Defect and towards Client Relationship Management
- Interfacing with clients to acquaint them with products like savings/current/TASC accounts, savings bonds, securities, third party products as well as assist in opening/closing of accounts.

### **Client Servicing:**

- Facilitating customer oriented operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- Attending to clients (individuals/corporate clients) concerns & complaints and undertaking steps for effectively resolving them.
- Maintaining excellent relations with clients to generate a revenues for additional business.
- Adhering to pre-set processes to ensure smooth flow of day-to-day operations.

### **Business Development:**

- Marketing / Business Development: - Implementing competent strategies with a view to infiltrate new accounts and expand existing ones for a wide range of banking products and services. - Cross selling of Asset Products at the branch and achieving branch targets for liabilities, assets & third party products (Insurance and Mutual Fund). - Generate Business from corporate, preferred customers by giving presentation on Tax saving plans.

### **Significant Accomplishments**

- Excellent client satisfaction levels through prompt resolution of queries, offering them a solution instead of just a product
- Won a Highest Current Account Opening Achievement Certificate organized by the AXIS bank.
- Successful in generating leads for other revenue focused products like,Life Insurance, and Won a Gold Medal in Axis Bank for Life Insurance.
- Got Best Personality Award in Yes Bank Ltd.

### **Personal Traits:**

There is an incessant feeling in me that I am always a student of my 'profession'. I usually maintain a calm and cool composure and let my work do the 'talking'. There is zeal in me to learn new things and hence I learn at a fairly quick pace. I possess good communication skills, determination and zeal for working with a team. I also have conceptual and practical skills for the achievement of the goals.

### **Academic Qualifications:**

- **Matriculation** from Punjab School Education Board 2003.
- **Senior Secondary** from Punjab School Education Board 2005.
- **Graduation** from Punjabi University, Patiala 2011.
- **Post Graduation** of MBA Marketing & Finance from LPU Jalandhar 2013.

### ***PROFESSIONAL EDUCATION***

- **2 year Diploma in Elementary Teacher Training (E.T.T.) from SCERT in 2008.**

### **Personal Details:**

<b>Date of Birth</b>	:	<b>6th December, 1987</b>
<b>Father</b>	:	<b>Sh. Om Parkash Verma</b>
<b>Mother's Name</b>	:	<b>Smt. Asha Rani</b>
<b>Marital Status</b>	:	<b>Single</b>
<b>Languages known</b>	:	<b>English, Hindi &amp; Punjabi</b>
<b>Nationality</b>	:	<b>Indian.</b>
<b>Hobbies</b>	:	<b>Listening to music, playing cricket and shopping.</b>

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**(SUNIL KUMAR)**