

## **AMIT KUMAR**

**Address- House No 109 vijay nagar**

**Ghaziabad,Uttar pradesh,Pin 201010**

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### **RETAIL BANKING PROFESSIONAL**

*Offering around 5 Years of experience; seeking challenging assignments across the industry*

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#### **PROFILE**

Qualified **MBA** with excellent technical proficiency and practical experience, gained while working on different projects as part of professional involvement, seeking a career across Banking sector; currently working with **ICICI BANK, Greater Noida** as **Branch Sales Executive in CASA Department**.

- Successfully & consistently delivering the responsibilities of **Junior Officer, Customer Service Branch Banking** with **ICICI Bank Ltd**; proven **expertise in branch operations**, business development strategies, market research, banking, team management & revenue generation.
- Experienced in handling Administration, Operations, Business Development & Customer Service while performing in the cost-efficient manner along with the unwavering quality standards.
- Demonstrated ability in managing large volume of banking transactions, and routine banking operations as well as cross selling a diverse range of financial products

#### **Key Competencies:**

Retail Banking, Client Servicing, Branch Banking Operations, Relationship Management, Business development, Documentation.

#### **Employment History**

##### **Senior Sales Officer**

##### **BANK NAME-ICICI BANK Jan 2010 To Till date..**

Achieving CASA target for the branch by generating leads for cross sell products like Demat, Assets, Credit Cards, Privilege Debit Cards, SB & Current A/Cs & Life Insurance etc.

- Carrying out the responsibilities of daily preparation of DSR; follow-up with the customer as per his convenience.
- Accountable for preparation of MIS regularly; preparing report and planning for monthly inventories.
- Ensuring the activation of accounts and resolving the queries of Customers.
- Entering customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Obtaining & processing information required for provision of services, such as opening A/Cs, savings plans, purchasing bonds.

- Successfully handling various retail banking processes clearing, deposits, demand drafts, pay orders.

**Responsibilities:**

- Assist clients in making informed decision.
- Assisted customers with opening accounts.
- Built and maintained strong relationships with clients, helping them to track their progress over time.
- Provided clients with a high level of individualized customer service.
- Advised clients regarding the advantages and disadvantages of different investment strategies.
- Identified and sold the appropriate investment services to customers.
- Generated and followed-up on leads.
- Achieved client satisfaction and loyalty through excellent service.
- Answer clients' queries about their financial plans.
- Effectively communicate complex information to clients to help them make informed financial decisions.

**Achievements:**

- Proactively increased client numbers through client recommendations.
- Received excellent feedback from clients.
- Achieved high customer satisfaction and loyalty.

***Business development executive***

**BANK NAME AXIS BANK**

**Feb 2010 To Dec 2010**

- Opening of saving and current account.
- Identifying the needs of customers and then working hard to meet or even exceed them.
- Working hard to market and sell the banks products like mortgages, loans and insurance etc.
- Monitoring customer account.
- setting and achieving targets.
- Visiting business customers.

***Sales officer***

**BANK NAME-HDFC BANK**

**Jan 2008 To Feb 2010**

- Opening of new saving account and current account.
- Selling of credit card.
- Cross selling of almost all banking products like mutual fund and insurance products.
- Cross sell the loan products like Home loan, personal loan and auto loan.
- Advising customers on the banks credit cards and savings accounts.

- *Build up a strong relationship with corporate clients as well as individual clients.*
- *Working closely with local solicitors, accountants and estate agents.*

## **PROFESSIONAL EXPERIENCE**

### **Banking**

- *Having a excellent working knowledge of banking products like mortgages, insurance, current accounts etc.*
- *Ability to plan and deliver effective sales strategies.*

### **Managing**

- *Possessing the ability to build strong business relationships with individual and corporate clients.*
- *Able to make effective decision.*
- *Ability to Handle the Team as well as customer.*
- *Having high levels of integrity and honesty.*
- *Working hard to ensure customer satisfaction.*

## **HOBBIES & INTERESTS**

*Playing cricket, Watching Moive, Listening song and learn the New things.*

## **LINGUISTICS SKILLS:**

*Hindi & English*

## **ACADEMIC QUALIFICATIONS**

*Master degree in Bussines Management.*

*Bachelor in Science in 2006.*

## **REFERENCES -**

*Available on request.*

## **PERSONAL DETAILS**

<i>Father's Name</i>	<i>: Arun kumar</i>
<i>Date of Birth</i>	<i>: 01.03.1986</i>
<i>Gender</i>	<i>: Male</i>
<i>Nationality</i>	<i>: Indian</i>
<i>Religion</i>	<i>: Hinduism</i>