# Mani Shankar Saha

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| Summary of Experience |
| * 9+ years in manufacturing and service industry (i.e. Leather goods Manufacturing, Shipping, Exports & Imports & Financial Products) across MNC and Indian companies * Managed export consignment ex-factory * Experience in supervising and designing product packaging * Having sound knowledge on filling of IGM i.e. IMPORT GENERAL MANIFEST. Through EDI system * Implemented SOP for processing refunds against the security deposits and removal of long standing /abandoned containers from Port to CFS i.e. CONTAINER FREIGHT STATION * Implemented guidelines for collection of import shipment charges * Liaison with foreign counterparts across USA, Russia, UAE, Singapore, Germany, Sri Lanka, Philippines and India |

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| Key Achievements |
| * Generation of additional ***30%*** sales lead through Internal & External Marketing * Was able to transform dissatisfied passive customers into promoters of the organization * Reducing the error level in production floor by developing SOP adding value to the value chain of the product * Filtering the underperforming vendors and ensuring less rejection from the outsourced products * Developed new customers and increased the volumes in the order book by timely delivery of quality products and service * Promote Digitalization to the HNW customers * By introducing various SOP modules was able to reduce cash operating cycle and overhead maintenance cost of inventories * Timely delivery of consignment during the peak season in the West |

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| Professional Experience |
| HDFC BANK  From: June ’15 till date  Designation: ***Deputy Manager- Retail Branch Banking***  Role: **Personal Banker**  **Job profile:**   * Monitor and manage a customer base of ***160*** groups of *High Net Worth* (HNW) customers with a total relationship of size of INR ***8.069*** crores * Responsible for ensuring highest level of service to ***257*** active customers * Enhance customer wallet size by ***7:3*** ratio * Resolving service issues and retaining ***46*** passive customers * Disseminate correct product information to the managed base * Promote all direct banking channels (digital banking products) and ensure that the organization targets are met Manage operations and ensuring related process are followed with due diligence * Ensure that individual customers are grouped and are flagged under ***Band 4*** benchmark * Monitor and update CCM/CRM |
| Evergreen Marine Corporation  From: May ’2007 till June ’15  Designation: ***Senior Executive – Imports & Exports***  **Job profile:**   * ***Business development***: * Developing new business leads * Monitor data management to keep accurate product, contract, pricing and invoicing information * Communicate needs & objectives to higher managers & key personnel in container sales * ***Operations:*** * Work closely with CFS (container freight station) operator and customers * Provide accurate routing information to ensure that delivery times and locations are coordinated * Handle longstanding containers & liaison with various CFS operating in Kolkata * Liaison with vessel operators, customers, customs house agents, freight forwarders and overseas offices and overseas clients * Planning vessel schedule, equipment inventory control, logistics and distribution * ***Customer Relations:*** * Handle Customs related disputed issues * Over view and resolve issues related to outstanding payments from the customers enjoying credit facilities   .  Key Accounts Handled:   * SAIL, TIL, Caterpillar, Siemens, Aditya Birla Nuvo, Emami Paper Mills, Hindustan National Glass, Graphite India, Tata Steel, Telco Construction, Panasonic |
| Edcons Exports Pvt. Ltd  From: April ‘06 to May ’15  Designation: ***Merchandiser***  **Job profile:**   * ***Business development***: * Procuring the Orders from foreign buyers * ***Operations:*** * Monitoring production of leather goods * Supervising & controlling shipments [ex-factory] * ***Analysis:*** * Needs & portfolio analysis of the clients   Key Accounts Handled:   * Samsonite & Fiorelli |

### Work Experience under IT Platforms

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| Oracle | Flex Cube |
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| **Academic Qualification** | | |
| **YEAR** | **PROGRAM** | **INSTITUTIONS** |
| **2012-2015** | MBA [INTERNATIONAL BUSINESS] | IIFT [INDIAN INSTITUTE OF FOREIGN TRADE] |
| **2009-2010** | CPEM [CERTIFICATE PROGRAMME IN EXPORT MANAGEMENT] | IIFT [INDIAN INSTITUTE OF FOREIGN TRADE] |
| **2002-2005** | B. Com [HONS] | ST.XAVIER’S COLLEGE |
| **2000-2002** | I.S.C | ST.JAMES' SCHOOL |
| **2000** | I.C.S.E | ST.JAMES' SCHOOL |

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| **IT Knowledge** |
| MS OFFICE, CMIE Prowess, WITS, SMART Simulation, GISIM Simulation, MARKSTRAT Simulation |

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| Languages known | Read | Write | Speak |
| ENGLISH |  |  |  |
| SPANISH\* |  |  |  |
| BENGALI |  |  |  |
| HINDI |  |  |  |

**\*Note:** Learning the Language