**Bhagatsinh S Maral**

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**Overview:- -**

* Total Seven Years of Experience of professional sales & financial management experience.
* Extensive background in customer-oriented service operations and business development, including sales, marketing, promotions, and cost control.
* Excellent communication skills; maintain positive relations with staff and customers in high-volume, fast-paced functions.
* Proven ability to handle client acquisition and revenue generation accurately; resolve discrepancies promptly.

**Areas of Expertise :- -**

* Client Acquisition
* Training and development
* Maximizing team productivity and staff performance
* Customer Service

**Professional Experience:- -**

**Omakar Finstoks Ltd. March 2013 to Till Date (Current Employer)** Sales Manager CTC 3.75 Lac

* Looking after S G Road, Ambawadi and New C G Road Branch for Handling Online NRI Clients.
* Responsible for Acquisition of High ticket size Online Demat/Trading accounts and revenue generation from the accounts.
* Dealing with basket of financial products for its sales and distribution which includes Rating business for ONICRA Rating Agency, Loan again property **(LAP)** Loan again Security **(LAS)**, Project funding, Life insurance, General insurance etc.
* Responsible for recruitment of BDE/ SBDE through Market and consultant.
* Responsible to train BDE/SBDE and achieved Acquisition target of Online Demat and Trading Accounts.
* Looking entire Customer Care activity and Solving all Customer related queries.

**DCB Bank Ltd. May 2012 to till March 2013 (Previous Employer)** Customer Service Executive (CSE) CTC 3.00 Lac

* Looking after Vejalpur Branch, Ahmadabad
* To service walk in and existing customer’s of the bank.
* Managing relationship with customers and satisfying customer’s query.
* Cross selling retail liability and asset products i.e. current, savings & Demat accounts, fixed deposits, credit cards, auto loan, personal loan, loan on shares, housing loan etc.
* To Cross sell third party products i.e. Insurance, Mutual Fund, Gold etc.,
* To process and verify KYC documents for new to bank clients.
* Managing operations of branch and comply internal guidelines.

**BMA Wealth Creators Ltd. March.2011 to Feb 2012. (Previous Employer) Assistant Branch Manager CTC 3.5 Lac**

* Looking after C.G. Road Branch, Ahmadabad
* Handling a team of 4 Tele-caller ,8 Relationship Manager and 2 Sr. Relationship Manager
* Played an important role from identifying to developing franchisee.
* Responsible for the revenue generation of channel partners.
* Dealing with basket of financial products for its sales and distribution which includes Loan again property **(LAP)** Loan again Security **(LAS)**, Project funding, Mutual funds, Portfolio Management Services **(PMS)**, Life insurance, General insurance etc.
* Innovate and create reward programs for the sales team to keep them motivated

**Aditya Birla Money Ltd Aug.2010 to March 2011. (Previous Employer) Sales Manager CTC 2.5 Lac**

* Looking after Internet Channel Ahmadabad.
* Handling a team of 10 Sr. Unit Manager/ Unit manager
* Responsible to train my team and generate business of Demat A/C and Trading A/C through Market.
* Responsible For generate the revenue from client.
* Looking entire Customer Care activity.
* Solving all Customer related queries.

**Kotak Mahindra Bank. Feb 2009 to Aug 2010 (Previous Employer) Assistant Manager CTC.1.3 Lac**

* + Looking after Drive-in Branch, Ahmadabad.
  + Responsible for CASA acquisition and deepening. Revenue generation through fee in com including Three in one accounts, LI/ GI/ MF/ TF/ Forex Account etc.
  + Responsible for acquisition of Lap, Las, and Project funding, clients.
  + To build a strong relationship management with HNI customers.

**HDFC Bank Ltd. July 2007 to Feb 2009 ( Previous Employer)**

**Team Leader CTC.1.2 Lac**

* Handling a team of 2 Tele-caller and 8 CSE’s.( Customer Sales Executive)
* Responsible for CASA acquisition and deepening of accounts.
* Looking after Bopal, Bavla, Ambawadi and S G Highway Branch for CASA and Third Party products.
* Responsible to train my team develops them and generate business of CASA & Three in one account through Market.
* Sourcing TPP business (Third Party product) from existing clients of Bank.
* Responsible for recruitment of CSE/ Tele-caller through Market.

**Computer skills:- - - .**

* I have done Computer Software programming From Institute of Technology of India in August- 2003.
* I have knowledge about M.S.Office, C++, Java,etc.

**Education & qualification:\_ -**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Institute / University** | **Year** | **Percentage**  **(%)** | **Class** |
| B.Com | Samarpan College, Gujarat | 2004 | 43 | Pass Class |
| HSC | New Saurabh High School GSEB | 2001 | 52 | Pass Class |
| SSC | Navnirman High School  GSEB | 1999 | 56 | Pass Class |

**Personal Profile :- - -**

|  |  |  |
| --- | --- | --- |
| Date of Birth | **:** | 1st  January 1984 |
| Gender | **:** | Male |
| Marital Status | **:** | Married |
| Nationality | **:** | Indian |
| Language Known | **:** | English, Hindi and Gujarati |
| Interests | **:** | Playing Chess and meditation |
| Soft Skills | **:** | Communication & Presentation skills |
| Specialty | **:** | Hardworking and Adaptive nature |

**Yours Faithfully,**

**Bhagatsinh S. Maral**