**MANGESH V. VARADE**

C/o Dattatray Pawar, 101, Pralhad Ashram, Sahayog Mandir Road, Ghantali, Naupada, Thane (W)-400602

Contact:8422977000 ; Email: varademandar@gmail.com



**BANKING INDUSTRY PROFESSIONAL**

Seeking assignments in Branch banking across the industry



**PROFILE**

* Dedicated, resourceful, and innovative Professional offering experience in the areas of **Banking** **Branch Operations, Branch Administration, Customer Relationship Management and Team Management.**
* A keen planner and strategist with proven abilities in addressing operational issues, resolving performance bottlenecks with expertise in devising policies & plans for improving business performance and achieving desired objectives and organizational growth
* **Sound understanding of Banking Practices and Procedures with proven expertise in analyzing both the market and the capabilities of the product**
* Efficient communicator with an extensive knowledge base and exceptional talent for problem solving through analytical thought processes, as well as the ability to build and lead effective teams.
* Thorough knowledge of various financial products, investment policies and market dynamics with insight into Shares, Equities, Mutual Funds, stocks and Insurance Products.



**PROFESSIONAL EXPERIENCE**

**ICICI BANK LIMITED, Thane since 10th Aug’10**

* Deliver personalized service over the telephone to customers on banking products, accounts, and services enquiries in an effective and efficient manner.
* Spearheading customer support activities in the region to resolve various issues while ensuring total customer satisfaction
* Entrusted with the task of organizing executives to be sent at customer’s residence
* Playing a key role in resolving various queries of the customers and also making outbound calls if necessary
* Providing support to colleagues regarding product, process and systems whenever and wherever required
* Successfully distributing the information on new schemes that are launched by the bank
* Ability to understand customers’ needs and provide appropriate solution and attention.
* Identify cross-sell opportunities during customer interaction.
* Consistently deliver quality service to our customers to achieve total customer satisfaction.
* Solicit customers’ feedback and identify problem trends for improvement actions.
* Establish and maintain healthy business relations with customer, enhanced customer satisfaction matrices by achieving delivery & service quality norms
* Successfully address customers' queries/complaints and evolve quick resolutions with minimum turnaround time



**EDUCATION & PROFESSIONAL DEVELOPMENT**

**B.H.T.M 2007**

Y.C.M.O University, 56.13%

**H.S.C. 2005**

Maharashtra State Board, 43.57%

**S.S.C 2003**

Maharashtra State Board, 45.46%



***PERSONAL INFORMATION*:**

**Name** : Mangesh Vasant Varade

**Address** : 101, Pralhad Ashram, Sahayog Mandir Road,

Ghantali, Naupada, Thane(w)-400602.

**Mobile:** 8422977000.

**Date of birth:** September 10, 1986

**Technical Knowledge:** Computer basics

**Gende**r: Male.

**Languages Known:** English, Hindi, Marathi & French

**Hobbies**: Listening to Music

**Marital Status**: Single.

**Above information is true to the best of my knowledge**

**Mangesh V. Varade REFERENCES:**