**VIJAY KUMAR**

**Mobile:** +91- 9540063678 ~ **E-Mail:** vijaynakul@gmail.com

Communication Address: - B-38, 2nd Floor, Street No. 3, South Ganesh Nagar, New Delhi 110092

**OBJECTIVES**

* A result driven professional with **over 4 years** of experience in the areas of Business Development, Relationship Management in the Banking Sector.
* Experience in managing general banking functions in co-ordination with internal for smooth business operations.
* Developed competency in implementing strategies towards enhancing business volumes and growth.
* Adept in managing & leading teams for running successful process operations & experience of developing procedures and service standards for business excellence.

***Seeking middle level positions in Business Development / Client Relationship Management***

**Business Development**

* Analyzing business potential and implementing plans to drive channels for attaining business targets and achieving desired targets.
* Identifying, qualifying and pursuing business opportunities
* Conducting the competitor analysis by keeping abreast of market trends and competitor moves to achieve the market share.

## **Client Relationship Management**

* Managing the customer centric operations & ensuring the customer satisfaction by achieving delivery & service quality norms.
* Ensuring that highest service standards are maintained for servicing of clients and maintaining minimum turn-around-time.

**Career Contour**

**Deutsche Bank, Cyber City, Gurgaon , Sales Manager ,Since Jan 2014- 5th Sep 2014**

***Accountabilities***

* Responsible for Acquisition New HNI Customers
* Building relationship with existing Clients and providing service to them
* Making revenue generation for the Bank
* Responsible for cross sell like Asset products (Mortgages, Personal Loans).
* Coordination with different departments for the process and disbursal of the loans.
* Responsible for customer relationship and query management.
* Provide professional advice on financial products to customers
* Coordination with branch staff for the successful completion of sales Targets.

**Standard Chartered Bank, Sansad Marg, New Delhi, Associate Relationship Manager**

**Since Oct 2011- Dec 2013**

***Accountabilities***

* Responsible for Acquisition New HNI Customers
* Building relationship with existing Clients and providing service to them
* Making revenue generation for the Bank
* Responsible for cross sell like Asset products (Mortgages, Personal Loan and Cards).
* Coordination with different departments for the process and disbursal of the loans.
* Responsible for customer relationship and query management.
* Responsible for organise events for new lead generation.
* Coordination with branch staff for the successful completion of sales Targets.

**ICICI Bank, I.P. Extension, New Delhi, Sales Officer, Since June 2010-Sep 2011**

***Accountabilities***

* Dealing with a team of executes responsible for acquisition of saving accounts & current accounts.
* Responsible for sales and Customer relationship.
* Overseeing MIS preparation for management & book keeping record maintenance.
* Responsible for cross sell to accounts holders.
* Responsible for services related query of clients
* Responsible for generating new business from walking customers

**HDFC Bank, Sarojini Nagar, New Delhi, Sales Officer, Since Oct 2009-June 2010**

***Accountabilities***

* Dealing with a team of executes responsible for acquisition of saving accounts.
* Responsible for sales and Customer relationship.
* Overseeing MIS preparation for management & book keeping record maintenance.
* Responsible for cross sell to Saving accounts holder

**Professional Qualification**

* PGDM(Specialization: Marketing) from Mangalmay Institute of Management Studies, Greater Noida (2007-2009)

**Academic Qualification**

* Graduation in Computer Application from IGNOU,2005
* 12th class from JIEC, 2001
* 10th class from BSEB, 1999

**Summer Training**

* Organization : Mahindra Finance
* Position : Summer trainee
* Period : 2 months

**Certification**

* **AMFI** Certified

**Achievements:**

* CASA IDOL winner in Sep 2010 in ICICI Bank ltd by Zonal Head
* CASA IDOL winner in Nov- Dec 2010 in ICICI Bank Ltd (Rank 1st in region & 3rd in Zone)
* BE THE BOLT CHAMPION winner in Feb 2011 in East Delhi region
* LI performer certificate in HDFC Bank

**Personal Details**

* Father’s Name : Late Nakul Nayak
* Date of Birth : 14th Jan 1984
* Language Known : English & Hindi
* Marital Status : Married
* Permanent address : At – Hazari, P.O.- Sawang ,Distt- Bokaro, Pin -829128 (Jharkhand)
* **Declaration:**

I hereby declare that information provided above is true to best of my knowledge and belief.

**VIJAY KUMAR**