**Curriculum vitae**

**DHEERAJ KuMAR GUPTA**

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**PROFESSIONAL SNAPSHOT**

* A competent professional with more than 3 years of experience in business development and relationship management in banking.
* Currently working with Axis Bank Ltd as a Sales Officer with major functions including account opening , life insurance and relationship building .
* Skilled in handling routine banking relationship management and escalating the profitability levels significantly.
* Possess excellent interpersonal, communication & organizational skills with team management & customer relationship management skills.

**PROFESSIONAL EXPERIENCE**

**01st OCT’2009 to 29th MARCH’2011 Hdfc Bank Ltd**

**As a CSE (sales)**

**30th MAY’2011 to 01.10.2013 Axis Bank Ltd**

**As an Business Development Executive**

**02.10.2013 to till date Axis Bank Ltd**

**As an Branch Officer Sales**

**KEY RESPONSIBILITIES HANDLED**

Business Development/ Marketing

* Formulating the targets and planned expenses and overseeing marketing operations thereby achieving increased sales growth and maximizing profitability.
* Conceptualization & effectuating innovative business development plans for the purpose of achieving designed revenue plans.
* Handling retail banking activities as well as involved in cross-selling of various banking products to existing customers to enhance product portfolio.

Customer Relationship Management

* Building and maintaining strong business relations with high net worth, corporate and government clients, ensuring high customer satisfaction matrices.
* Executing customer centric banking operations & ensuring customer satisfaction by achieving delivery & service quality norms.

* Establishing personal relationship & developing future business, resolving client queries/complaints as well as providing guidance on products and services provided by banks.

**CAREER OBJECTIVE**

Seeking a mid level position in an organization, where my expertise and experience can be leveraged to impact company growth.

**EDUCATION**

* BSC from Kanpur University in 2008
* 10th and 12th standard from Allahabad Board.

**COMPUTER PROFICIENCY**

* Certification in Diploma in Computer Application.
* Basic knowledge of MS Office.

**PERSONAL Details**

**Father’s Name :**Mr Raj Kumar Gupta

**D.O.B :**14 July 1988

**Gender :** Male

**Nationality :** Indian

**Language :**Hindi, English

**Dheeraj Gupta**