**ANUP KUMAR**

**House no 1832/A 3 rd Floor Uday Chand Marg Kotla Mubarakpur New Delhi**

**E-mail ss\_anup29@rediffmail.com** **Cell**: +**91 9899387296, 9910087296**

**RETAIL BANKING**

**(Target Sector: Retail Banking / Customer Service)**

*Customer Service Client Communication CASA Target and achievement and investment (life insurance general insurance and retail assets)*

**Profile Snapshot:**

* Accomplished Retail Banking 8 years’ experience in Retail Banking Process, , Sales, Client handling and Customer Relations.
* Working as a Associate sales Manager With INDUSIND Bank Ltd . Role as a **sourcing CASA and life insurance** **,and general insurance ,and cross sell of all Retail product**  ,and provide customer service,
* Worked as Retainer with IDBI Bank Ltd (K G Marg branch)
* Worked As a Executive with ICICI Home Finance Ltd (ICICI Bank LTD Regional Office Sector 16 NOIDA)
* Personality traits include team player, self-motivated. Go getter, influencer and an effective problem solver.

**PROFESSIONAL EXPERIENCE**

**INDUSIND BANK LTD, (Green Park New Delhi)**

Associate Sales Manager (Dec, 2013 toTll date )

***Responsibilities:***

* Sourcing saving and current account
* Generate business, cross sell and monitor cross sales
* Ensuring resolution of customer queries/ complaints.
* Business and streamline day to day branch activity.
* Customer service to ensure walk in customer’s issues
* Selling of 3rd party product like Life Insurance, General Insurance, Mutual Fund, and Gold loan ,Home loan etc.

**IDBI INTECH LTD.,Attached with IDBI Bank LTD New Delhi**

*– Retail Liabilities* Retainer (Sep 2008 to DEC 2013) – K G Marg Branch

***Responsibilities:***

* Sourcing Saving and Current account
* Handling Retail Asset Branch sales –Home Loan ,Lap NRI Home Loan ,Education Loan Auto Loan
* Disbursement –Customer Calling after sanction of case Disbursement follow –up with customer ,technical Updating of Disbursement ,Resolving Legal Queries and Fixing of Disbursement ,keeping a check on Tat of legal Updating and Disbursement Fixing
* Co-ordination with Retail Asset Centre and Disbursement the case.
* Selling of 3rd party product like Life Insurance, General Insurance, Mutual Fund, and Gold etc.
* Complete adherence KYC guidelines, banking rules and protocols, procedural approach to every banking process and followed the parameters stated by LEVEL 3, SOX & Five S

**ICICI BANK LTD., New Delhi**

**Executive** (May 2006 to FEB 2007) – Videocon Tower New Delhi

**Executive** (FEB 2007 to AUG 2008) – Regional Office Sector 16 NOIDA

***Responsibilities:***

* Sourcing Saving and Current account
* Merchant Services Include Support and Relationship
* Management With 2200 Merchant Establishment in Delhi and NCR Responding
* To cheque Payment Advice Cases Merchant Aggrements ,complaints and answering Queries about Payment .
* Includes Daily MIS Generation Monitoring Of Payment and Daily Email to Super Merchant also Includes Monitoring customer Request and TAT for Feedback
* Received Calls from Merchant and Solve their Queirs .
* Daily Printed the cheque of Delhi and NCR send Pay Advice Via Mail
* Monitoring and controlling chq movement and ensure that inflow and out flow of chq Tallied
* Selling of 3rd party product like Life Insurance, General Insurance, Mutual Fund, and Gold etc.

Complete adherence KYC guidelines, banking rules and protocols, procedural approach to every banking process and followed the parameters stated by LEVEL 3, SOX & Five S

***Accomplishments:***

Ist Rating in Performance Appraisal For the year of 2007-08

Five S Audit –Compliance With Five S Audit Mandatory Requirement in Our Organisation

**Received several cash awards and letters of appreciation for CASA, FD contest, Insurance selling.**

**Top Contributor In Life Insurance of north Zone April To Sep 2014**

***Technical Skills:***

• Advanced Diploma in Computer Applications Sikkim Manipal University,

• Good knowledge of MS office.

• Application expertise in function of Finnacle, FCRM

**Academic Credentials**

* Bachelors of Science in information Technology (BSC IT.) from Sikkim Manipal University in 2005 (64.47%)
* XII Standard from B.I.E.C Board With 77.47 %Marks in 2001
* X standard from B.S.E.B Patna , With 60% (1999)

**Personal Particulars**

* Date of Birth: 01st FEB 1984
* Languages Known: English, Hindi
* Interests: Playing Chess
* Father Name Shri Rajendra Prasad

Date Anup Kumar

Place