**Vikesh Kumar Gupta**

Present Add:- C/o Sulta Mitra Phase II Plot No. 107,

Rajkishore Nagar Behind BSNl Exchange Office Bilaspur(C.G) pin-495006

Permanent Add:- At+Po- Sildiliya Kala Ps-Tarahasi Dis-Palamau (Jharkhand) Pin-822118

**Phone:-**+91-9165381544 , +91-7631094871

**E-mail:-** [vikeshkumar401@gmail.com](mailto:vikeshkumar401@gmail.com)

**JOB OBJECTIVE**

Seeking middle level assignments in Relationship Management and Process Improvements with an organization of high repute.

**PROFILE SNAPSHOT**

* A competent professional with 1 and 8TH MONTHS of experience in:

~ Planning & Decision-making ~ Customer Relationship Management

~ Sales & Marketing ~ Business Development

* Proficient in providing consultancy, developing strategic business plans and managing customer service with key focus on delivering business benefits, customer delight & profitability
* Demonstrated skills in implementing strategic business plans, maintaining seamless cross-functional coordination and ensuring optimal utilization of resources
* Keen customer centric with success in building and sustaining strong business relations
* Adept in maintaining high customer satisfaction matrices by achieving delivery & service quality norms
* A keen analyst with strong problem-solving and team management abilities

**AREAS OF EXPERTISE**

**Sales & Business Development**

* Conceptualizing and implementing competent strategies with a view to penetrate new accounts and expand existing ones for a wide range of products / services.
* Analyzing business potential, implementing plans to drive sales, supplementing turnover & achieving desired targets.

**Client Relationship Management**

* Managing customer banking operations & ensuring customer satisfaction by achieving delivery & service quality norms.
* Ensuring maintenance of the highest service standards for servicing of clients & maintaining minimum TAT.

**EMPLOYMENT DETAILS**

**Since 04 March 2014 To Present: ICICI Bank Ltd**

**Post :** **Officer**

**PROFESSIONAL QUALIFICATION**

**2014** Diploma in Retail Banking Group from ITM University Raipur(C.G) in coordination with **ICICI Bank** **sales academy**.

**2013** B.Sc from Nilamber Pitamber University Daltonganj (J.H) with 1st Division.

**2009** 12th  from Jharkhand.Board with 2nddivision.

**2007** 10thfrom Jharkhand Board with 2nd division.

**SOCIAL ENGAGEMENT**

* Serving as a part of Give India and contributing towards education of poor child.

**PERSONAL DETAILS**

Name : Vikesh Kumar Gupta

Date of Birth : 07thAugust 1992

Status : Unmarried

Father’s name : Mr.Sheo Kumar Gupta

Mother's name : Mrs.Shila Devi

Languages Known : English, Hindi

**DECLARATION**

I hereby declare that the above furnished details are correct to the best of my knowledge.

Place: Bilaspur

Date: 06/11/2015 (Vikesh Kumar Gupta)