**CHIRAG PATEL**

**Branch operation and service manager**

D.O.B.: 23th March 1991

Nationality: Indian

Location: Ahmedabad, India

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# **PROFILE:**

Chirag Patel is an **Branch operation and service manager** in an organized Banking & Finance sector, dealing in day to day operations including regular cash & non cash transactions and Handling Team sales Target of the bank and Handling Branch Operation Team.

# **OBJECTIVE:**

To work & serve the Banking industry with all possible positive efforts and all the strength in order to maintain customer satisfaction level to the top.

**EDUCATION:**

Ganpat University

Kherva, Maheshana Gujarat India

**MBA**

April 2013

M.K College of Business Management,

HNGU University

Patan, Gujarat, India

**BBA**

April 2011

# **LANGUAGES:**

**English –** Excellent reading, writing and speaking

**Hindi –** Excellent reading, writing and speaking

**Gujrati–** Excellent reading, writing and speaking

# **SPECIALIZED SKILLS:**

* Team Handling and Achievement sales Target.
* Softwares handled :- Finacle by Infosys, CRM, FCRM, I-View, Mozilla Thunderbird, etc
* Ability to work with any application & software.
* Experienced of handling all MS-Office Applications
* Multi-tasking abilities with proficiency in organizing and managing different tasks
* Excellent sales and communication skills

# **PROFESSIONAL EXPERIENCE:**

* **Branch operation and service manager at AU Small Finance Bank ,Nikol Branch (Ahmedabad)**
* **AU BANK Exp : Aug 2021 to Stil date working**
* Deputy Branch Manager at ICICI Bank Ltd, one of the largest private sector & multinational banks in India.
* ICICI BANK Exp : April 2014 To Aug 2021
* An overall experience of more than 8 years in banking industry specialized in customer service management and Branch hendling.

**RESPONSIBILITIES AND ROLE:**

**Working as Branch operation and service manager.**

* Handling Branch Operation Team and Branch Operation Team sales Target.
* Handling Non cash requests like NEFT – RTGS & Cheque deposits.
* Handling cash requests like Cash deposits & Cash withdrawals
* Handling CTS Clearing and Inter Branch Funds transfers
* Helping customers get active on Digital Platforms like Mobile Banking Apps, Internet Banking, etc
* Handling Sales to Service requests
* Satisfying customers’ needs as per their requirements
* Achieving Sales targets of various products like Insurance, CA-SA, Fixed Deposits, Recurring Deposits, Mutual Funds, SIP’s, Home loans, Auto Loans, Personal Loans & So on.
* Qualified to advise HNI clients in financial matters including Investments, Taxes, Retirement, short term and long term goals of customers etc
* Maintaining portfolios of NRI customers as per their changing needs.
* Analyzing projected retirement figures and advising appropriate plans for senior citizens walk-ins.

**STRENGTHS:**

* Ability to handle multi-tasking requests and work.
* Ability to deal with different people diplomatically.
* A person of a learning perspective with positive attitude.
* The helping nature towards colleagues and society as well.
* An optimistic approach to every problem & willingness to find the solution and correct the same.

# **THANKS,**

**CHIRAG PATEL**