

SOURABH SHORI

Contact: +91- 8218327405 ~ E-Mail: shori.sourabh1993@gmail.com

Performance-driven Professional in pursuit of challenging & enriching middle level assignments in a reputed organisation
preferably in Banking industry

AREAS OF EXPERTISE	PROFILE SUMMARY
Banking Operations	• A focused professional with more than 8 years of experience in Banking and sales.
MIS & Documentation	• Exposure at selling various banking products to the potential as well as existing customers
Customer Relationship management	• Competency in managing branch operations and implementing strategies towards enhancing market penetration, business volumes and growth
Liaison & Coordination	• Ability to perform in a given situation with a flair for working exceptionally to achieve personal and organisational development
Branch Operations	• Proficiency in monitoring various banking operations and maintaining long-term customer relationships through the provision of high quality service
General Administration	• Adapt in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence
People Management	• Deft in building cordial relationships with the customers by providing adequate services on timely basis and ensuring customer satisfaction for enhancing the business
Business Development	• Well versed with MS Office (Word, Excel, PowerPoint) and internet applications
Decision Making Skills	• Possesses excellent interpersonal, communication and organisational skills with proven abilities in training & development, customer relationship management and planning

ORGANISATIONAL EXPERIENCE

Since august 2015 , *KOTAL MAHINDRA BANK as Assistant manager from August 2015 to 5th march 2018

Since march 2018 , IDFC FIRST BANK as Sales manager from march 2018 to 1 may 2023

Since may 2023 , IDFC FIRST BANK as Area Manager since may 2023 till date, Handling Chandigarh and whole Punjab region

Role:

- Responsible for handling activities which involves selling of products of bank
- Accountable managing client requisites on timely basis
- Working in efficiently with as well as for the customers for providing best quality of services to enhance the customer satisfaction
- Assisting and conducting activities for new joinees so that they can adapt in the working environment
- Efficiently handling high potential customers by providing timely services to them resulted in enhancing business for the company
- Informing customers about the product benefits, features and suggesting them to buy best suited product form
- Handling banking operations related to Determining financial objectives, preparing & implementing systems, policies & procedures for streamlining the banking operations
- Managing the overall functioning of process, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level
- Mapping client's requirements & providing best products to suit their requirements generating business from existing accounts and achieving profitability & sales growth
- Building and maintaining healthy business relations with major corporate & institutional clients, ensuring maximum customer satisfaction
- Developing relationships with key decision-makers in target organizations for business development
- Skills of team handling, credit relations.
- Experience in banking collections.

EDUCATION

- 2010** 10th From Guru Nanak Mission Public School , Paonta Sahib [Himachal Pradesh]
- 2012** 12th in commerce from Guru Nanak Mission Public School , Paonta sahib [Himachal Pradesh]
- 2015** Graduation From Guru Nanak Khalsa College, Yamunanagar [Haryana]

ACADEMIC ACHIEVEMENTS

- Was captain of football team in CBSE Cluster tournament.

EXTRAMURAL ACTIVITIES

- Got a "certificate of Excellence for best performance" during financial year 2016
- Selected as a one of best employee at pan India level in year 2016 • Got Appreciation for continuous contribution and generating business.
- Certified with many contests held in the Bank.
- ACE employee of the year 2023
- Hall of fame award for financial year 2022-23
- Qualified for international contest in both 2022-23
- Got promoted as ASM from SM post in may 2023.

TECHNICAL PURVIEW

Conversant with: MS Office (Word, Excel & PowerPoint) and Internet Applications

EXTRA CURRICULUM ACTIVITIES

- Had played for Yamunanagar Railways during college days.
- Had participated in blood donation camps held in the college.
- Member of Paonta United Football club .

PERSONAL DETAILS

Date of Birth : 22nd NOVEMBER 1993

Present Address : H:NO-99 W:NO-2 Badri Nagar, Paonta Sahib Languages Known : English, Hindi and Punjabi

