

SOURABH SHORI

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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	<ul style="list-style-type: none">• A focused professional with more than 8 years of experience in Banking and sales.• Exposure at selling various banking products to the potential as well as existing customers• Competency in managing branch operations and implementing strategies towards enhancing market penetration, business volumes and growth• Ability to perform in a given situation with a flair for working exceptionally to achieve personal and organisational development• Proficiency in monitoring various banking operations and maintaining long-term customer relationships through the provision of high quality service• Adapt in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence• Deft in building cordial relationships with the customers by providing adequate services on timely basis and ensuring customer satisfaction for enhancing the business• Well versed with MS Office (Word, Excel, PowerPoint) and internet applications• Possesses excellent interpersonal, communication and organisational skills with proven abilities in training & development, customer relationship management and planning
MIS & Documentation	
Customer Relationship management	
Liaison & Coordination	
Branch Operations	
General Administration	
People Management	
Business Development	
Decision Making Skills	

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 joiners 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 is banking collections.

EDUCATION

2010	10 th From Guru Nanak Mission Public School , Paonta Sahib [Himachal Pradesh]
2012	12th in commerce fromGuru 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

