

## **ROHAN DESHPANDE**

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DOB: 13<sup>th</sup> June 1982

### **Summary**

- **Registered for Ph.D program with MGM University, Aurangabad.**
- Exceptionally seasoned and knowledgeable Finance Professional
- Skilled at explaining a variety of complex financial theories and practices clearly and accessibly to professional and non-professional audiences.
- Adept at identifying and nurturing exceptional student talent at both graduate and undergraduate levels.

### **Highlights**

- Extensive background in finance higher education
- Exceptional grasp of finance fundamentals theory and application
- Superior presentation and oral communication abilities
- Strong demonstrated teaching ability at all levels

### **Area of Interest**

Managerial Accounting, Financial Management, Financial Markets and Banking Operations, Personal Financial Planning, Advanced Financial Management, Financial Laws, Banking Laws & Regulations, Retail Credit Management-Lending & Recovery, Fundamentals of Life Insurance - Products and Underwriting, Direct Taxation, Financial Reporting, Technical Analysis of Financial Markets, Commodities Markets, Financial Modeling, Digital Banking, Rural and Micro Finance, Treasury Management etc.

### Education and Qualifications

Qualification	School/ College	Board/ Institute/ University	Percentage	Year Of Passing
SSC	Holy Cross English High School	Maharashtra State Board	70.53%	Mar-98
HSC	Deogiri College	Maharashtra State Board	71.67%	Feb-00
B.Com	Deogiri College	Dr. Babasaheb Ambedkar Marathwada University	60.05%	March/ April 2003
M.Com	University of Pune	University of Pune	48%	April/May 2005
MBA	MGM Institute of Management	Dr. Babasaheb Ambedkar Marathwada University	60.93%	Jun-07

### Work Experience

- Working With Sinhgad Institute of Management as Asst Professor
- A professional with 14 years of experience in Banking Operations, Cross Sales, Team Management, Customer Service with leading private Sector Banks
- Experience in Managing General Banking functions in coordination with various department for smooth business operations

### **Carrier Summary**

- Sinhgad Technical Education Society's Sinhgad Institute Of Management as Assistant Professor from 29<sup>th</sup> Dec 2021 to till date
  - Teaching Subjects Of Managerial Account and Verbal Communication Lab to the Students of MBA Sem I
  - Delivering lectures, Developing test papers, grading students based on their performance
  - Maintaining and updating students' scores and attendance
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- **Operations Head (Sinhgad Road Branch) with AXIS Bank Ltd since 22<sup>nd</sup> July 2016 till 28<sup>th</sup> Dec 2021**
    - ✓ Ensure strict Audit Compliance as per internal guidelines.
    - ✓ Account opening forms checking/Hold Tracking and Maintaining Master MIS for the same.
    - ✓ Supervising Personal Banking operations such as Account opening, Authorizing Teller Transaction such as Cash, Fund Transfer, Demand Draft/Pay Order, RTGS, NEFT, Clearing.
    - ✓ Getting Income and Generate leads from team by cross selling of Liability, Asset and Third Party Products.
    - ✓ Adherence to standard operations procedure for smooth functioning of Branch. Improve the productivity of CSO
    - ✓ Also reducing Branch related operational errors.
    - ✓ Ensure efficient service delivery standard at branch to enhance customer experience and appropriate resolution of customer queries/grievances
    - ✓ Monitoring office accounts and record management
    - ✓ Also role includes suggestion for improvement related to process, system
    - ✓ Also looking after administration part and look and feel of Branch
    - ✓ Lobby Management
    - ✓ Compliant Handling at Branch
    - ✓ SR TAT and Quality
    - ✓ Adherence to standard operations procedure for smooth functioning of Branch
    - ✓ Account Opening Tracking and Customer Request Tracking
    - ✓ Monitoring of cash transaction above 10 lakhs

- ✓ Deliverables Management( Welcome Kit, Debit Card, Cheque Book and Pins)
- ✓ Good knowledge of “ Finware and Flexcube” Banking Software.

- **Deputy Branch Manager- Manager Band I with ICICI Bank Ltd since 16<sup>th</sup> March 2016- 15<sup>th</sup> July 2016**

- ✓ Daily Report Monitoring
- ✓ Lobby Management
- ✓ Office Accounts Monitoring
- ✓ Manage Wait Time at Counter
- ✓ Compliant Handling at Branch
- ✓ SR TAT and Quality
- ✓ Getting Income and Generate leads from team and as well as self leads for cross selling of Liability, Asset and Third Party Products.
- ✓ Ensuring First Contact Resolution
- ✓ Recordkeeping at Branch
- ✓ Monitoring of cash transaction above 10 lakhs
- ✓ Authorising Cash, Transfer, RTGS and NEFT Transaction
- ✓ Branch look and Feel
- ✓ Deliverables Management( Welcome Kit, Debit Card, Cheque Book and Pins)
- ✓ Adherence to standard operations procedure for smooth functioning of Branch
- ✓ Ensure efficient service delivery standard at branch to enhance customer experience and appropriate resolution of customer queries/grievances
- ✓ Account Opening Tracking and Customer Request Tracking

- **Branch Service Delivery Leader (BOM) - Manager with YES BANK LTD since 15<sup>th</sup> Dec 2009 -18<sup>th</sup> Feb 2016**

- ✓ Account opening forms checking/Hold Tracking and Maintaining Master MIS for the same.
- ✓ Supervising Personal Banking operations such as Account opening, Authorizing Teller Transaction such as Cash, Fund Transfer, Demand Draft/Pay Order, RTGS, NEFT, Clearing.

- ✓ Getting Income and Generate leads from team by cross selling of Liability, Asset and Third Party Products.
- ✓ Also looking after Health Parameters of the Branch.
- ✓ Adherence to standard operations procedure for smooth functioning of Branch. Improve the productivity of BSP
- ✓ Also reducing Branch related operational errors.
- ✓ Ensure efficient service delivery standard at branch to enhance customer experience and appropriate resolution of customer queries/grievances
- ✓ Monitoring office accounts and record management
- ✓ Implementing Five S related activities
- ✓ Conducting BCP testing for the branch
- ✓ Also role includes suggestion for improvement related to process, system
- ✓ Ensure productivity of BSP is completed month on month basis
- ✓ Ensuring Satisfactory Audit Ratings in Internal Audit for Branch
- ✓ Also looking after administration part and look and feel of Branch
- ✓ Good knowledge of “ Finware and Flexcube” Banking Software.

- **Personal Banker Asst. – Manager with HDFC BANK LTD since 14<sup>th</sup> Feb 2007 till 14<sup>th</sup> Dec 2009**

- ✓ Monitoring the resolution of customer service queries and issues
- ✓ Ensuring that the staffs are exhibiting superior customer service levels all the time
- ✓ Monitoring the processing of account opening forms
- ✓ Discrepancy/Query resolution in account opening
- ✓ Ensuring audit compliances and proper management of records
- ✓ Cross Sale of Liability Products

### **Professional Achievements**

- Completed certification in IIFB- KYC AML
- Y Champ – Yes I Have an Idea Campaign – Winning Idea

- Won for the Branch the annual Best Branch Q and D trophy for Account & Instruction.
- Winner Region Level OSCAR for the Month of AUG 2013
- 1<sup>st</sup> Place Winner for Operational Excellence for FY16-17 for Vishrantwadi Branch
- 2<sup>nd</sup> place in monthly operational excellence for the month of Jan 18 and Feb 18
- Done highest business for Apollo Munich for the Vishrantwadi Branch in FY17-18 in Pune Circle

### Reference

- Dr. Sachin Wankhede  
HOD-Department of Management Studies  
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**Date:**

**Mr. Rohan Deshpande**

**Place:**

**Signature**