



RISHABH KUMAR VERMA

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1/B/49 Patel Garden Dwarka Mor Delhi

OBJECTIVES

To obtain employment with a company that offers a positive atmosphere to learn and implement new skills and technologies for the betterment of the organization.

EXPERIENCE

1/2017 - 2/2018

Relationship Manager

At **HDFC Bank Ltd**

Build and improve relationships with customers, key suppliers and partners. Handling company's Personal Loan, Business Loan Products & CASA Products. Identify potential DSA Professional & DST to Bringing the Business threw them. Educate and inform DSA's about the company's products, services and special offers. Attend to client complaints and resolve issues promptly. Conduct customer satisfaction surveys and recommend ways of improving client satisfaction. Work with internal departments to ensure company meets clients' expectations. Oversee customer relationship management system. Achieve set target goals aline to me.

2/2018 - 12/2021

Branch Relationship Manager

At **J&K Bank Ltd.**

Handling Home Loan, SME Loan, Balance Transfer, Loan Against Property, Mutual Funds, Life Insurance, General Insurance & CASA. Managing continuous talent pipeline for key roles in the department and provides mentoring for high potential DSA in the team. Monitors and enables the achievement of goals and key performance indicators for direct reports and ensures effective implementation of the performance management process in the department. Develops talent within the department by providing guidance, ongoing feedback, coaching and development opportunities to individuals to enable achievement of the defined goals. Build and improve relationships with customers, key suppliers and DSA partners. Educate and inform DSA about the company's products, services and special offers. Attend to client complaints and resolve issues promptly. Conduct customer satisfaction surveys and recommend ways of improving client satisfaction. Work with internal departments to ensure company meets clients' expectations. Oversee customer relationship management system.

QUALIFICATIONS

8/2012 - 7/2013

Higher Secondary

From **OCF SCHOOL**

8/2014 - 3/2018

B-Tech (CSE)

From **Sri Sairam Engineering College Bangalore**

6/2020 - Present

MBA (MARKETING)

From **Manipal University**

SKILLS

Management Skills

- ☒ Digital Marketing
- ☒ CRM EXPERT
- ☒ Upsell & Cross Selling
- ☒ Team Leadership
- ☒ DSA Channel Handling
- ☒ Cold Calling
- ☒ Customer Negotiation
- ☒ Sales Management

ACHIEVEMENTS

4/2019

EMPLOYEE OF THE YEAR

From **J&K Bank**

Achieved Milestone Target with 7Cr of Rupees ticket size!

11/2019

Promotion of Employment

From

J&K Bank

Achieve one Promotion cycle by given maximum number of Business ticket size.

LANGUAGES

- ☒

Hindi

Expert
- ☒

Haryanvi

Expert
- ☒

English

Expert
- ☒

Gujarati

Basic

INTERESTS

- Singing

Traveling
- Reading

Hiking

PERSONAL INFORMATION

Father's Name	MUKESH BABU VERMA	Date Of Birth	01/11/1996
Nationality	Indian	Religion	Hindu
Marital Status	Married		

REFERENCES

Request On Demand