

Arvind Pandey +91-8239709070

E-mail id: arvindrkpandey@gmail.com

OBJECTIVE :-

To work in an organization with the middle level management with following all the rules and regulations for customer service, business development and expansion for that working aggressively all time to support for organization as well personal growth.

SUMMARY OF KEY SKILLS & EXPERTISE:-

- ✓ A result oriented professional with 5+ years of qualitative experience in Business development, planning strategizing and business expansion in Education sector.
- ✓ Handling clientele of High end Customers of banking sector, closing the deals from privilege customers of the Bank. I have gained rich experience in dealing with Privilege banking, sales of CC, PL, HL and other products of the Bank through different sources.
- ✓ Adept at people management, maintaining healthy team relations, handling privilege customers at Indusind Bank. Currently I am associated with Indusind bank as SDM.
- ✓ AMFI and IRDA Certified.

PROFESSIONAL EXPERIENCE:-

Organization : AXIS BANK LTD.
Designation : Branch Sales Manager
Duration : 1 Aug, 2023 to Till date

ROLES & RESPONSIBILITIES:-

- . I am responsible for entire branch service and sales responsibilities.
As a BSM I am looking for entire branch cross sales.
- . I have to manage all customers query and complaints of the customers.
- . I am providing day to day services with my team on locker, gold loan, business loan, CASA, business loan, investments and all required banking services.
- . I have to manage 4 members of team in branch banking sales and guide them for day to day operational work and cross sales on all products.
Preparing MIS for Target v/s Achievement of the KRA'S.
To focus on NCA and existing customer business.
Need capture the market and overcome with the competitor.
Need to focus and keep the command all over the branch.
- . As a BSM I need to report Cluster Head Sales for day to day activity and achievements and also achieve the branch sales targets.

Organization : ESAF SMALL FINANCE BANK LTD.
Designation : Branch Incharge
Duration : 20th June, to July 25th 2023

ROLES & RESPONSIBILITIES:-

- I am responsible for entire branch operational, service service and sales responsibilities.
- As a Branch In charge I am looking for entire compliance and cross sales.
- I have to manage all customers query and complaints of customers.
- I am providing day to day services with my team on locker, gold loan, business loan, CASA, business loan, investments and all required banking services.
- I have to manage 5 members of team in branch banking and guide for day to day operational work and cross sales on all products.
- Preparing MIS for Target v/s Achievement of the KRA'S.
- To focus on NCA and existing customer business.
- Need capture the market and overcome with the competitor.
- Need to focus and keep the command all over the branch.

Organization : AUSFB Ltd.
Designation : BOSM/DBM Branch operation and service delivery Manager
Duration : 3rd Sept, 2020 to 15 June 2022.

ROLES & RESPONSIBILITIES:-

- I am responsible for entire branch operational and service service responsibilities.
- As a deputy ranch manager I am looking for entire compliance and cross sales.
- I have to manage all customers query and complaints of customers.
- I am providing day to day services with my team on locker, gold loan, business loan, CASA, business loan, investments and all required banking services.
- I have to manage 5 members of team in branch banking and guide for day to day operational work and cross sales on all products.
- Preparing MIS for Target v/s Achievement of the KRA'S.

Organization : Indusind Bank Ltd.
Designation : Manager – Service Delivery Manager
Duration : 7th July, 2019

ROLES & RESPONSIBILITIES:-

- Responsible for overall lead creation and business development in all the business channels of the organization as mentioned below Assets, Liabilities and Fees.
- Converting the leads of different products into business with close discussion and follow up with the customers.
- Handling customer queries and providing end to end results
- Handling Key accounts allocated as SDM.
- Conducting camps and visiting corporate to maintain healthy relations with the bank for development of future leads and getting more business.
- Preparing MIS for Target vs Achievement of the KRA's
- Taking care of Branch banking operations at the Branch.

Organization : ICICI Bank Ltd.
Designation : Dy. Manager – Privilege Banker
Duration : July 2016, – March 2019

ROLES & RESPONSIBILITIES:-

- Responsible for overall lead creation and business development in all the business channels of the organization as mentioned below Assets, Liabilities and Fees.
- Converting the leads of different products into business with close discussion and follow up with the customers.
- Handling customer queries and providing end to end results
- Handling Key accounts allocated as Privilege banker.
- Planning and strategizing the sales leads through different sources.
- Conducting camps and visiting corporates to maintain healthy relations with the bank for development of future leads and getting more business.
- Preparing MIS for Target vs Achievement of the KRA's
- Taking care of Branch banking operations at the Branch.

Organization : Jamboree Education Pvt. Ltd.

Designation : **Business Development Executive**
Duration : **March 2014, – July 2016**

- Maintain high end clientele with top management institutes to generate leads through them for aspiring students of GRE, GMAT, TOEFL, IELTS etc.
- Responsible for complete planning and preparing strategies for business developments through different channels in Jaipur,
- Providing counseling sessions for Parents and students by conducting camps at different institutes.
- Preparing plan and implementing the same for Digital marketing.
- Preparing targets and maintaining reports MIS etc.
- Maintaining the deadlines and making sure that the TAT for given targets is made and the targets are achieved within given deadlines.
- Creating pipeline for future lead generations with the help of conducting camps and counseling session and seminars.
- Taking care of Branch banking operations at the Branch.

INTERNSHIP AND PROJECTS

1) **Organization:** Reliance Communication Pvt. Ltd.

Project Details: Customer Satisfaction and retention rate in Rcom, the project completed on an OJT basis for 60 days by conducting live survey's of walkin customer and existing customers of Rcom.

Tenure : May 2013 – July 2013

2) **Organization:** HUL Adventus Pvt. Ltd.

Project Details: Survey on Aviance HUL beauty products. The survey was conducted in a period of 45 days about the satisfaction and market share of the beauty products.

Tenure : Jan 2013 – Feb 2013

3) **Organization :** Network Tech Lab India Pvt. Ltd

Project Details: The project was conducted on market requirements for alternative energy options ;and fulfillment of the demands of the industries based in New Mumbai for power back up.

Tenure: Jul 2011 – Nov 2011

4) **Organization :** Share khan India Pvt. Ltd.

Project Details: Market research and sales of D mat account of share khan India Pvt. Ltd.

Tenure : May 2010 – July 2010

Co – CURRICULAR ACTIVITIES

- Organiser of National Conference on “Challenges to Indian management – Today & Tomorrow”
- Organiser of National Conference on “High performance leadership conclave”
- Member of OIM placement cell
- Partner of business team of 15 members in OIM college
- Member of organising committee on OIM inter college event “NOVA”
Participated in sports competition like chess and cricket
Participated in social activities like childrens day and women day
- Participation in different programs certificate in the LICM school

ACADEMIC CREDENTIALS:-

Course/Exam	Institute	Year
MMS (Marketing)	Oriental Institute of Management, New Mumbai	2012-2014
B.B.A. (Marketing)	IBSAR, New Mumbai	2008-2011

HOBBIES:-

Professional interactions, attending the motivational seminars, sketch drawing, flute playing, social work, participating with the events.

PERSONAL DETAILS:-

Date of Birth : 1st May, 1991
Sex : Male

Marital Status : Married
Nationality : Indian
Languages Known : Hindi, English, Marathi

Date:

Place:

Arvind Pandey