

**DR. SIDDHANT MALIK**

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Location: India

**SUMMARY**

Senior Banking Manager with 12+ years of experience in branch operations, customer relationship management, treasury support, compliance oversight, cash operations, and financial reporting. Proven track record of improving branch efficiency, strengthening customer portfolios, and ensuring regulatory compliance.

**EXPERIENCE****Branch Operations Manager – National Bank Group (2014 – Present)**

- Oversaw daily branch operations including cash flow, account servicing, loan processing, and staff supervision.
- Ensured complete compliance with RBI, AML, and audit guidelines.
- Resolved escalated customer issues and maintained high satisfaction ratings.
- Conducted audits, reviewed ledger accuracy, monitored risk indicators, and approved high-value transactions.
- Trained staff in customer relations, documentation standards, and digital banking tools.

**ACHIEVEMENTS**

- Increased branch revenue by 35% through strategic product promotion.
- Achieved 98% audit compliance rating for three consecutive years.

**EDUCATION**

Ph.D. – Finance & Banking

MBA – Banking & Insurance

**SKILLS**

Branch Management, Audit Compliance, Treasury Operations, Customer Relations, Risk Assessment, Financial Reporting, Leadership, Banking Software

**DECLARATION**

I certify that the above information is accurate and complete.