

# Ruchita Chavan

Mumbai, 400602 | 9372678310 | beroyalruchita@gmail.com

## Professional Summary

Branch Manager with exceptional drive and dedication to accomplishing business objectives and exceeding customer expectations. Over 10 years of success in Sales industry. Talented Branch Manager successful in improving team effectiveness in challenging markets. Detail-oriented professional seeking to take on new role in dynamic environment with emerging company. Team leadership . Excellent communication skills Motivational leadership style . People-orientated . Complex problem solving . Excellent time management . Strong interpersonal skills Detail-orientated QuickBooks experience . Risk management expertise Excellent work ethic . Selected and mentored senior staff, creating successful leadership team. Authorised use of teams and materials for specific departments and projects.

---

## Experience

**SENIOR BRANCH MANAGER** | 12/2022 - Current

**Choice Equity Broking Pvt. Ltd**

- Maximised branch revenue by optimising operations
- Shaped business strategy with compelling vision and data analysis
- Conducted customer feedback surveys to improve service levels
- Developed annual branch business plans for maximum profitability and effectiveness
- Designed sales and service strategies to improve revenue and retention
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty
- Mentored staff to increase sales success and productivity
- Boosted customer base, acquiring new customers and identifying needs to deliver relevant products
- Liaised with Sales Hub to clear queries and complete all tasks assigned to branch daily
- Oversaw complete sales cycle process from prospecting through contract negotiations and close
- Performed appraisals for branch staff and made training recommendations to develop capabilities and skills
- Set ambitious expectations for operations and established pathways to accomplishing goals
- Reported successes, failures and new plans to governing body to guide decision-making
- Cultivated strong industry relationships to promote services and improve business operations
- Kept organisation in compliance with regulations and internal requirements
- Reviewed reports, recommendations and requests from subordinate leadership.

**BRANCH MANAGER | 04/2013 - 12/2022**

**Aliceblue Financial Services Pvt. Ltd - Mumbai**

- Evaluated departmental performance and developed improvements to key operations
  - Built successful business culture focused on performance optimisation and goal attainment
  - Developed successful strategies and policies, meeting organisational needs and implementing improvements
  - Established company targets based on previous performance and predicted forecasts
  - Developed high-performing teams to consistently exceed goals, drive revenue and expand markets
  - Tracked organizational performance against objectives and revamped strategies to better meet targets.
  - Designed sales and service strategies to improve revenue and retention.
  - Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
  - Conducted customer feedback surveys to improve service levels.
  - Developed annual branch business plans for maximum profitability and effectiveness.
-

---

## Core Qualifications

- Process improvement
- Employee training
- Multi-tasking
- Complex problem solving
- Team leadership
- Motivational leadership style
- Excellent work ethic
- Deductive reasoning
- Excellent time management

---

## Education

**Mumbai University - Mumbai | B.comm**

Finance & Marketing, 2023

I completed my studies while working & Now I am preparing to complete my graduation while doing job.