



Manisha Mohapatra

Banking Operations and
sales

Details

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Profile Summary

Highly skilled and results-driven Banking Operations and Sales professional with 9 years of experience in the industry. Proven track record of exceeding sales targets and driving revenue growth through strategic planning and effective client relationship management. Expertise in managing and optimizing banking operations, ensuring compliance with regulatory standards, and implementing process improvements to enhance efficiency and customer satisfaction. Strong leadership abilities, adept at building and motivating high-performing teams to achieve organizational objectives. Excellent communication and negotiation skills, with a keen ability to build and maintain long-term business partnerships. Seeking a challenging role in a dynamic banking environment to leverage my extensive experience and contribute to the continued success of the organization.

Skills

- Proficient in using banking software and technology to streamline operations and enhance efficiency
- Skilled in analyzing financial data and making informed recommendations to clients
- Strong understanding of banking regulations and compliance procedures
- Proficient in conducting financial transactions, managing accounts, and handling customer inquiries
- Proven ability to build and maintain strong relationships with clients and provide exceptional customer service
- Effective problemsolving and decisionmaking abilities, with a focus on resolving customer issues promptly and effectively
- Detailoriented and highly organized, with a track record of managing multiple tasks and priorities simultaneously.

Employment History

Two wheeler Sales Manager (Deputy Manager)

HDFC Bank Ltd | Bhubaneswar , India

Nov 2018 - Present

- Build and maintain strong relationships with key customers and dealerships to ensure customer satisfaction and loyalty
- Provide training and product knowledge sessions to sales team members to enhance their selling skills and product understanding
- Coordinate with marketing and advertising teams to develop promotional campaigns and initiatives to boost sales
- Monitor and analyze sales performance data to identify areas for improvement and implement corrective measures
- Conduct market research and competitor analysis to stay updated on industry trends and customer preferences
- Identify and develop new business opportunities by building relationships with potential customers and dealerships
- Manage a team of sales executives and provide guidance and support to achieve individual and team sales targets
- Develop and implement sales strategies to achieve company targets and increase market share in the two-wheeler segment

Assistant Manager

Icicibank | Bhubaneswar , India

Jan 2015 - Oct 2018

- Assist in budgeting and financial planning, monitoring expenses and revenue to ensure profitability
- Collaborate with the manager to develop and implement strategies to achieve sales targets and increase revenue
- Assist in creating work schedules and assigning tasks to ensure efficient use of resources
- Conduct performance evaluations and provide feedback to employees to improve their skills and performance
- Implement and enforce company policies and procedures to maintain a safe and productive work environment
- Handle customer inquiries and complaints, resolving issues in a timely and satisfactory manner
- Monitor inventory levels and order supplies to maintain adequate stock
- Assist the manager in overseeing daily operations and ensuring smooth functioning of the department

Certifications

NISM

NSDL

IRDA certified

Accomplishments

Received Awards at ICICI Bank Zonal and Regional level contest