**Deepa Patil**

**Manager**

Goal-oriented Team Manager dedicated to meeting team performance objectives and achieving set targets. Offering more than 14 years of extensive leadership experience in BPO, Life Sciences and Banking industry. Committed individual well-versed in providing thorough training, setting team goals and developing innovative strategies. Proficient oral and written communication skills paired with excellent time management and leadership abilities.

I seek a challenging position in this organisation to implement the acquired skills & knowledge which add value to department goals and ultimately achieves organisational growth & objectives. Kindly consider my application, looking forward working with you.

**Contact Address**

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**Skills**

Effective people management

Leadership and team building

Team leadership and collaboration

* **Work History**

**2022-03 – 2022-07 Manager**

**IDFC First Bank, Thane, Maharashtra**

Responsible for Quality recruitment, Sales Planning, Business delivery

tracking, Monitoring and reviewing VRM Performance and mentoring individuals for effective tele-calling for achievement of the defined goals

Also responsible to ensure adherence with tele-calling guidelines as per regulatory industry norms

Ensuring the VRM Team achieves goal sheet objectives and revenue targets to earn incentives

Also, responsible for monitoring quality of engagement for the team

Enhancing engagement with HNI customers through client meetings and/or joint calls with RMs, support functions in peer group and quality NTB Acquisitions

Ensuring engagement and coordination with various functional peers to ensure smooth business delivery from the team across Liabilities and Asset products of the bank, Trade Forex, Wealth business, Insurance and Credit Cards Business in the branch

Responsible to drive Privilege program onboarding, Cross Sell in the VRM Portfolio and to enhance Product per Client ratios in the managed book

Ensuring Digital adoption and completion of the assigned Tasks, triggers, campaigns and client outreach programs assigned to the VRMs

Ensure all sales activity is recorded as per the organisational process and all bank policies are adhered to by self and team

Lead the IDFC First's customer first culture by driving the team.

Attract and retain best-in-class talent for VRM's in the region & attrition control

Monitor key parameters on employee productivity and attrition rates and make necessary

**June 2021 – March 2022 Senior Privilege Banker**

**ICICI Bank, Dombivli MIDC, Maharashtra**

Lead a team of Privilege Bankers (PBs)

Maintain revenue for each Privilege Banker

Drive the team towards target

Guide group of Privilege Banker

Maintain productivity of Privilege Banker

Motivate the team

Mentoring

Visit with the Privilege Banker to their clients

Achieve monthly sales targets

Maximise the capability of Privilege Banker

Perform as a team leader

Responsible for achieving the monthly sales target

**02-2020 – 07-2021 Team Leader (Manager)**

**Kotak Mahindra Bank Ltd, Thane, Maharashtra**

Supervising, guiding and motivating a team of 50 officers responsible for service, proactive sales and profitability from assigned portfolio, thereby ensuring their training and professional growth

Report generation on a daily basis for assigning cases to the team ensuring TAT of 3 working days is met and provide optimum service experience to the customers in a consistent manner through timely resolution of issues Working on macro enabled reports to extract daily counts and ensure that the defined Productivity target in SOP is achieved

NPS analysis being a crucial part of daily analysis where team is thoroughly monitored on respective basic detractor calling activity

Handling Escalation emails in Cards, Card assist and Privy cards queues on topmost priority thereby ensuring adherence to productivity and TAT, Service & Quality benchmarks

Weekly Call Audits and Feedback session conducted by TL and Team Quality spoc to ensure adherence to service & quality benchmarks and provide world class service experience for customers

Service Impact Stories of the team shared monthly so that the team is rewarded for the best in class customer service experience

Maintained energy and enthusiasm in fast-paced environment.

**2018-10 - 2020-02 Team Leader (Manager)**

**Kotak Mahindra Bank Ltd, Thane, Maharashtra**

Supervising and handling a team of 15 VRMs, handling a CRN Book of approx 3000 CRNs assigned to each VRM who are responsible for end to end customer service & query and issue resolution, sales and profitability from assigned portfolio

Collaborating with fulfilment teams and our counter parts like VRM-ROCE channel to ensure best in class conversion ratios

Weekly Call Audits and Feedback session conducted by TL and Team Quality spoc to ensure adherence to service & quality benchmarks and provide world class service experience for customers

Work closely with the executives to provide periodic feedback and coach them

Ensure regular training of the team to meet service requirements consistently in an effective manner

Service Impact Stories of the team shared monthly

Preparing MIS as per the needs of the process Client Focused Sales – Execute targeted campaigns as and when communicated

Worked flexible hours; night, weekend, and holiday shifts.

**2014-06- 2016-11 Business Process Lead**

**Tata Consultancy Services, Mahape, Maharashtra**

Handling a team of 5 responsible for cleaning the study data prior to Regulatory authority submission Automatic cleaning and Report generation: Running Inform report for discrepancy management, sharing the Query status report with respective stakeholder weekly, adhoc report pulling as per client request, Batch parameterisation and running batches to retrieve desired listing or output Manual cleaning: Manual review of listings as per study timelines, and sharing with the stakeholder periodically in a standard format

Regular QC and audit of the data to ensure quality and data correctness as per study documents

Work closely with the executives to provide periodic feedback and coach them

Knowledge sharing sessions conducted for sharing best practices within the team

Periodic Client interactions via emails, monthly/weekly calls to share the study status

Due to criticality of the study, various repositories and guidance documents created

Internal QC of the study document and to ensure integrity and quality of the data is retained before the same is shared with the stakeholder

Also the same is logged in an internal tracker for better traceability and accountability

Imparting internal trainings for common understanding and knowledge sharing Assisted with new hire processing and existing training programs

Facilitated training for associates through daily coaching and regular performance appraisals.

**2011-08- 2014-06 Data analyst**

**Cognizant Technology Solutions, Powai, Maharashtra**

Automatic cleaning: Running Inform report for discrepancy management in Inform and Running another report for addressing the respective queries in OC Classic

Sharing the query status with respective

stakeholder periodically

Manual cleaning: Manual review of listings as per study timelines and sharing with the stakeholder regularly in a standard format

Imparted internal trainings for common understanding

Knowledge sharing sessions conducted for sharing best practices within the team

Client interactions via emails, monthly/weekly calls to share the study status with the team

For internal escalations, Root cause analysis done

Due to criticality of the study, created a guideline document and various repositories with instructions to perform manual cleaning for manual checks Internal QC of discrepancy management and to ensure integrity and quality of the data is retained before the same is shared with the stakeholder

Also the same is logged in an internal tracker for better traceability and accountability

Documented business workflows for stakeholder review.

**2010-04 - 2011-07 Junior Data Analyst**

**Cognizant Technology Solutions, Powai, Maharashtra**

Handling inbound US customer calls and providing specific product information, logging Marketing, Quality and Adverse event complaints in CRTS tool which is utilised by Safety personnel for reporting in Safety database

Handling Media calls and elaborate product information calls and for further details transferring those to respective department.

**2007-06 - 2010-03 Senior Customer Executive**

**WNS Global Services**

Handling US inbound customer calls for Product information, Price adjustment, late fee reversal, Product shipment and order details inquiry

Mentoring new joiners for common understanding and query resolution.

* **Education**

2001-06 - 2002-03 : Guru Nanak High School

GPA: 82.00

2003-03 - 2004-06 Bachelor of Science: Science

Chandibai Himathmal Mansukhani College

2006-06 - 2007-03 Bachelor of Science:

Biotechnology

Chandibai Himathmal Mansukhani College

* **Accomplishments**

Supervised team of 50 team members in the automation and development of Keya Chatbot which led to improved resolution of customer queries pertaining to Kotak Credit card. Achieved through effectively evaluation, monitoring and review of the repository and process documents with the internal stakeholders thereby ensuring accuracy and efficiency.

* **Interests**

Indulging myself in reading but only in what can be implemented!

Travelling, Cooking, Gardening, Listening to music

Love to spend leisure time with family and friends cooking, gardening, listening to music.