

# Manoj Kumar Jha

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## CAREER OBJECTIVE

To learn and pursue a Career with Companies having a Global Vision that Encourages Creativity and Offers an Opportunity Groom both in Professional and Personal Life Wish to use and Enhance my Technical Knowledge and Banking Knowledge Ability Work in Groups.

## EXPERINCE

➤ **Currently working as Team Manager (Compliance – HR & Training) with Utkarsh Small Finance Bank since May 2023 to till now**

- Driving timely implementation on HR & Training Department across various significant points and Vetting of product and process notes, policies
- Performing compliance risk assessment monitoring for the HR & Training Department like (**Disciplinary Actions, Employee Engagement, Recruitment & Joining Desk etc.**)
- Lead the team of Investigations of disciplinary action/grievance/rule violation and similar formal procedures alongside the committee and/or the identified individuals from the business
- Review the HR SOPs, Process documents, flow chart, policy documentation of global HR function to assess their fits for purpose
- Getting updates on every employee-based regulatory and legislative changes and/or modifications and ensuring that developments in rules and policies are restructured with HR practices, articles, policies, and systems.
- Provide strategic/advice to the senior management on improving and strengthening our relationship with customers through employee matrices.
- Researching changes in rules and regulations, analyzing their effect on the company, and communicating findings report to board of directors.
- Identifying and tracking laws and regulations that may affect the organization's policies and practices.
- Ensuring mandatory training programs are updated and completed for both new and existing employees.
- Leading internal audits related to compliance, such as I-9 and other

compliance-related audits.

- Ensuring all personnel records are maintained as per requirements.
- Ensuring company policies and procedures are in place, understood, and enforced
- **Worked as Team Manager (Statutory Compliance Dept.) with Kotak Mahindra Bank since June 2021 to May 2023.**
  - Designing & Implementing a Compliance Framework and conducting Compliance Risk Assessment
  - Tracking of Regulatory guidelines and their Implementation
  - Providing clarification to stakeholders on Regulatory Queries
  - Facilitating training session on key compliance & regulatory related
  - Timely audits of response shared by the team against the regulatory requirement
  - Monitoring and ensuring submission of required data to the respective regulatory Authority
  - Establishing new ideas and suggestions for process Improvement
  - Regulatory reporting - responsible for reporting to regulatory bodies like RBI, Tax and other regulatory bodies. Interfacing with regulatory bodies related to Statutory.
  - Co-ordinate RBI inspections and arrange for submitting prompt and comprehensive Management responses
  - Engaging with regulatory authorities to facilitates & discussion for specific guidance on critical matters
  - Ensuring Compliance to various Legal notices (Non-Litigation) received from Statutory Authority like **ED, SEBI, FIU, Police, Court, High Court, Cyber Crime, CBI, CID, Anti-Terrorism Squad, Recovery Officers, and Income Tax Department Etc.**
  - To keep update senior management Board/Board Committee about compliance standpoints
- **Worked as Team Manager (VRM/Digital Channel) with Kotak Mahindra Bank since January 2019 to June 2021**
  - Lead a team of Virtual Relationship Managers (VRM) responsible of service, sales, and profitability from assigned portfolio.

- Collaborating with fulfilment teams to ensure best in class conversion ratios. Aid the VRM in their problem areas like objection handling, product features, pitching
- Timely call audits of VRM Handled by Team (Call Calibration) and Ensure, the VRM is engaging with all his customers regularly and in a proper manner by monitoring the VRMs calls and VOC calls.
- Ensuring team performance, conduct daily huddles and team meet to ensure job expectations and productivity is maintained. Ensure that each VRM meets the defined objectives of the Portfolios raced under VRM program.
- Maintain a track of VRM performance w.r.t leads, conversions, income, achievement of portfolio parameters etc.
- Meeting Customer Satisfaction index as measured through NPS surveys
  - **Worked as Customer Service Manager with ICICI Bank Ltd. From August, 2016 till January 2019. Managing MD/CEO level escalation.**
- Managing Operations works interbank to third party Products.
- Resolving Customer Escalations by Email with the help of FPR.
- Closing Escalation under Service Level Agreement (SLA).
- Contributes to team effort by accomplishing related results as needed.

## ACADEMIC PROFILE

- Secured **71.50 %** in **Bachelor of Engineering (Mechanical Engineering)** from Shri Vaishnav Institute of Technology and Science Indore, Rajiv Gandhi Technical University Bhopal in 2014
- Secured **58.00 %** in **12th** Bihar School Examination Board from Hanshi Mandal College, Bihariganj , Madhepura , Bihar in 2009
- Secured **59.44 %** in **10th** Bihar School Examination Board from Nand Kishor Madhva Nand High School Sah Alamnagar , Madhepura , Bihar in 2006

## CERTIFICATIONS

NISM Mutual Funds

IRDAI Life & General Insurance

## COMPUTER SKILLS AND SUBJECT OF INTEREST

- **Platforms:** Windows XP / 7 / 8.
- **Computer Skills:** Microsoft Word, Excel, Power Point.

## PROJECT

- **Title:** Make ATV Car.
- **Description:** To Make ATV Car for **MAHINDRA BAJA – 2013** Competition Organized by **SAEINDIA** (The Engineering Society for Advancing Mobility Land, Sea, Air, and Space).
- **Title:** To Convert Biogas into Compress Natural Gas (CNG).

## TECHNICAL ACTIVITIES

- Training in CATIA, Pro-Engineer (Design & Manufacturing) course.
- **Visited in Many Industries:** Dewas Metal Cutting Section, Dee Tee Company at Dewas and Sanghi Motors Indore.
- Member of **SAEINDIA** (The Engineering Society for Advancing Mobility Land, Sea, Air & Space).

## BANKING ACTIVITIES

### ICICI Bank.

Best Banker in ICICI Bank of the Year for FY 2018-2019 & Awarded by ICICI Bank's MD at Ramoji Film City Hyderabad.

### Kotak Mahindra Bank.

Recognized for best employee on the basis of Performance in FY 21-22.

## ACHIVMENTS

- Got **27<sup>th</sup>** Rank (All Over India) in **MAHINDRA BAJA – 2013** Competition Organized by **SAEINDIA**.
- Got 1st Prize in **Tech Fest EUREKA – 2009 (MECHANICAL JUNCK-YARD)** Competition Organized by Acropolis Engineering College Indore.
- Awarded by College Core Member of SVITS Indore for College Level Events (Well Organized).
- SVITS Indore College Representative for **KSHITIJ – 2013** at IIT Kharagpur.

## PERSONAL DETAILS

- Date of Birth – 14<sup>th</sup> Sep 1991
- Gender – Male
- Religion – Hindu

- Languages Known - English, Hindi, Maithili
- Place –Varanasi (India)

Date – 08-Jun-2025