

MUKESH GAGADE

Sales Expert

mukeshgagade111@gmail.com

+91 9764659494

A/p Nigave Dumala Tal Karveer, Kolhapur, India

Sales Expert with 6+ years of experience in the Banking and Financial Industry. Resolved all customer complaints in a professional manner while prioritizing customer satisfaction. Banking and Financial professional versed in Life Insurance, Mutual Fund, Fixed Deposit, and CASA, Asset. Consulting with new and established customers to assess needs and manage the entire sales process.

SKILLS

Client Acquisition and Retention

Goal Setting and Forecasting

Written and Verbal Communication

Organizational Skills

Time Management

Product Knowledge

Data Analysis

Strategic Thinking

Customer Relationship Management

Project Management

Public Relations

Marketing

Networking

TECHNICAL SKILLS

IT Skills

MS-Office, MS-Word, MS-Excel, MS-PowerPoint

PROFILE SNAPSHOT

> Developing and maintaining bank revenue goals. Providing Assistance and Overall man management; also handling dissemination of information and updates. Proactively identifying sales prospects and conducting business development activities.

> Developing and maintaining healthy and cooperative working environment within organization by assisting and coordinating with others time to time to ensure smooth flow of business operations. Following the various internal guidelines and procedures of the bank.

> Diverting the customers towards direct banking channels like mobile banking, net banking and sms banking. Providing proper guidance and educating them the right way to opt them. Ensuring customer satisfaction through regular engagement.

> Generating new customer leads through various channels. Proactively identifying sales prospects and conducting business development activities. Using consultative techniques to understand customer needs and making strategic referrals to business partners.

> Resolving customer queries and facilitating customer service. Maintaining periodic status reports, including daily activity reporting and making follow-ups. Maintaining statistical database of customers using Company's applications for types of customer complaints, resolutions offered by organization, and satisfaction rating by customer.

> Drafting efficacious Business Development Plan for managing Intermediaries, Colleagues and existing Clientele. Initial verification of all the documents as per the check list for account opening and availing loan facility from the bank. Analysis of financial statements of the client.

WORK EXPERIENCE

RELATIONSHIP OFFICER

AU Small Finance Bank

09/2021 - Present,

Achievements/Tasks

- Responsible for revenue generation from the mapped set of portfolio clients by cross selling of third party products, assets and liabilities. Managing customer servicing operations as per SLA within prescribed TAT. Building and maintaining healthy business relations with Corporates customers, enhancing customer satisfaction matrices; ensuring quick, smooth & comprehensive solutions to the customers.
- Developing strong market knowledge of existing and potential clients and ensuring business growth opportunities aligned to company's strategic plans. Maximizing sales opportunities, creating sales targets and working with partners to grow the business.
- Handling customer queries and complaints and coordinated with other departments to promptly resolve issues. Leading efforts across reducing customer attrition & retaining old customers, ameliorating customer satisfaction levels by identifying needs & taking corrective.

WORK EXPERIENCE

Client Relationship Partner

Yes Bank

03/2017 – 09/2021

Achievements/Tasks

- Developed customized programs to meet client needs and close business. Provided client consultations about company products or services.
- Developed business proposals and make product presentations for clients. Built positive and productive relationships with clients.
- Worked in compliance with company standards and business guidelines. Assessed potential business risks and developed mitigation plans.

ORGANIZATIONS

INDUSIND BANK (09/2015 - 03/2017)

Associate Sales Officer

PATROUN CORORATE AGENCY (ASSOCIATE BY VODAFONE)
(10/2011 – 12/2014)

FOS

ACHIEVEMENTS

Rewarded with Certificate from Regional manager for outstanding performance.

Indusind Bank

Rewarded with Certificate from Regional manager for outstanding performance.

Yes Bank

Rewarded with Gold Medal in Yes Prmiya Account Opening Contest.

Yes Bank

Rewarded with certificate for Qualifying in top 10 in in Retail Asset Bussiness In pan India

Yes Bank

EDUCATION

MBA

YCMOU Nashik

03/2017, Nashik

BA

YCMOU Nashik

09/2013,Nashik

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Marathi

Full Professional Proficiency