A person wearing a suit and tie smiling at the camera

Description automatically generated**MUKUL SHARMA *Branch Sales Manager (MORTGAGE) Email:*** [***mukulshrm898@gmail.com***](mailto:mukulshrm898@gmail.com) ***PHONE: +91-8500676532***

# **Objective**

I am looking forward to work with an organization where I can contribute to the growth of the organization by utilizing my knowledge, skills and work experience in banking especially **Mortgage**. I am willing to work in an environment where I can satisfy my appetite of learning new skills and acquiring knowledge of my domain while using my interpersonal skills to serve the customers in the best way possible.

# **Work Experience**

**ICICI Bank Ltd. (Branch Sales Manager)**

July 2019 – Present

**Responsibilities**: I have been involved in handling mortgage cases for multiple regions which includes more than 30 branches across the state. My role also includes dealing in home loans, loan against properties and home overdrafts.

Resolving customer’s queries has been integral part of my job. I have been leading a team of more than 10 sales executives and have been guiding them through the process of dealing with customer, collecting and scrutinizing documentations for loans. I am also involved in coordinating with operations until the approval of the loans.

**ICICI Bank Ltd. (Internship)**

October 2018 – June 2019

**Responsibilities**: During internship I have been responsible for handling customer queries at help desk. Re KYC and EOD branch reporting were the main tasks I have handled during the period. Apart from these my job included Lobby management and Customer Service.

# **Technical Skills**

1. Eligibility Sheet Analysis and preparation
2. Validation and verification of property documents
3. Cross Selling of products
4. Knowledge in Property Evaluation
5. Microsoft Office (Excel, Word and Power point)

# **Certifications**

1. Depository Operations Certification (NISM)
2. Mutual Fund Distributor certificate (NISM)
3. IRDA

# **Interpersonal Skills**

* Decision making and comprehensive problem solving
* Team facilitator
* Effective communication skills
* Keen and quick learning aptitude

# **Hobbies, Extracurricular achievements and participations**

* Held 4th rank in district in National Science Olympiad
* Participated in National Cyber Olympiad
* Writing songs, Playing Badminton, cooking and singing
* Worked with Clockwork Events Pvt. Ltd. For India’s Got Talent

# **Education**

* **Institute of Hotel Management, Hyderabad**

BSc. in Hospitality and Hotel (2017)

* **Shree Kali Devi Vidya Mandir**

XIIth  standard (CBSE) 2014

Xth standard (CBSE) 2011

# **Personal Details**

Date of Birth: 16/06/1994

Languages: Hindi, English, Punjabi

# **Declaration**

All information in this resume is true and correct to the best of my knowledge and belief.

Date: Place: