

SESHA SAI VELUVALI

MBA, Banking Professional

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MBA in Marketing with demonstrated experience in Banking. Looking for a profile which provides challenging opportunities to build and develop skill sets, and also help in growth of organization.

EXPERIENCE

Manager Operations Executive – M1, Kfintech – Hyderabad

2021 February – 2023 May

RESPONSIBILITIES

- Handling entire mutual fund operations
- Maintaining and updating the client activities in applications
- Managing the branch requests and client requests
- Handling the team for collaboration and completion of work in time
- Timely managing and preparation of day end daily activities report
- Updating the credits and allotting the units in time to client with efficient output
- Maintaining relationship and coordinating with local and all over regional branches across India
- Solving the customer and client queries on time
- Responding as per the TAT Time lines and escalations beyond time
- Preparing the monthly delay reasons report
- Review of daily work flow, weekly & monthly basis meetings
- Verifying and updating the client details in applications

Deputy Manager –M2, Kotak Mahindra Bank–Nizamabad Region

2019 May –2020 October

RESPONSIBILITIES

- Handled customers in the Retail Banking domain
- Generated business to the bank from 23 varied products like Trading & DMAT Accounts, Saving Accounts, and Mutual Funds etc.
- Responsible for New To Bank (NTB) customers
- Handled KYC (Know Your Client) verification process for NTB customers
- Addressing customer requests and answering their queries, managing multiple aspects
- Reviewing customer portfolios frequently, apprising them of new product launches from the bank

ACCOMPLISHMENTS

- Received Best Customer Service award for the whole zone in Q4, 2019.
- Received First Star of the Day award for AP and Telangana Region in September 2020
- Awarded Outstanding Performance for November Lap, in 2019
- Advised customers on choosing the product that's beneficial for them, helping them with financial planning
- Increased customer-stickiness to the bank

Intern, Just Like New .in –Hyderabad

2017 May– September

- Retail chain for service and maintenance of mobile handsets
- Led the entire operations team in one outlet
- Prepared market survey report
- Responsible for data collection and reporting for component price list

PROJECT

NGO-Family Counseling Centre In Priyadarshini Mahila Mandali

- Preliminary counseling and data gathering for families
- Understood the working and culture of NGO

EDUCATION

- PGDM–Marketing 2016-2018
ITM Business School, Warangal–65%
- Bachelor of Business Management 2013–2016
Vaagdevi Degree College, Warangal – 61%

COURSES/CERTIFICATIONS

- Business Continuity Management
- Basics of Banking
- FATCA–Foreign Account Tax Compliance Act
- Anti Money Laundering-AML

SKILLS

- MS Excel
- Customer Handling