



AMIT KUMAR

Sales Executive

+91 88092-59699

akjeetu123@gmail.com

CAREER OBJECTIVE

To leverage my strong interpersonal skills, product knowledge, and customer-centric approach as a Sales Executive in the banking sector, specializing in home loans. I aim to provide tailored financial solutions that meet clients' housing needs while fostering trust and long-term relationships. With a proven ability to identify customer requirements, explain loan products clearly, and guide them through the application process, I seek to contribute to the bank's growth and customer satisfaction. My goal is to consistently achieve sales targets, uphold the highest standards of service, and represent the bank with professionalism, integrity, and a focus on sustainable business growth.

EDUCATION

Master of Business Administration (MBA)	Jharkhand Rai University	2020-2022
B.Tech in Electrical Engineering	Abul Guru Nanak Azad Institute of Technology	2016-2020
Higher Secondary	Wazirganj College	2015-2016
Senior Secondary	Pragya Bharti Public School	2013-2014

EXPERIENCE

HDFC Bank	Sales Executive	Aug-2024- Present
<ul style="list-style-type: none">Delivered personalized home loan solutions by understanding each customer's unique financial needs and guiding them through the process with transparency.Built long-term trust and relationships by maintaining open communication, timely follow-ups, and providing clear, honest advice.Achieved high customer satisfaction ratings through prompt service, minimal documentation hassles, and smooth loan disbursement experiences.Generated repeat business and referrals from happy customers by exceeding expectations and ensuring a stress-free, supportive home loan journey.		
Meenakshi Netralaya	Marketing Executive	March-2022-Aug-2024
<ul style="list-style-type: none">Organized and coordinated multiple mega health camps across various regions of Chatra, ensuring smooth execution and high community participation.Developed and implemented effective marketing campaigns to promote hospital services and increase public awareness.Built and maintained strong relationships with clients and customers to foster trust and long-term engagement.Managed and monitored patients during health checkups, ensuring proper care, follow-up, and accurate record-keeping.		
Osam Dairy	Intern	Oct-2021-Nov-2021
<ul style="list-style-type: none">Product Quality Perception – Assess how customers perceive the freshness, taste, and overall quality of Osam products compared to competitors.Pricing and Value for Money – Evaluate whether customers find the pricing fair and justified based on the product's quality and benefits.Customer Service Experience – Analyze satisfaction with availability, delivery timeliness, and responsiveness to customer inquiries or complaints.Brand Trust and Loyalty – Measure how Osam's brand image, reliability, and marketing influence repeat purchases and customer loyalty.		

SKILLS

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| • Customer Relationship Management (CRM) | • Lead Generation & Prospecting |
| • Negotiation & Persuasion | • Target Achievement |
| • Communication Skills | • Active Listening |
| • Product Knowledge | • Problem-Solving |
| • Follow-up & After-sales Service | • Time Management |

OTHER INFORMATION

Hindi - Read, Write, Speak

English - Read, Write, Speak