

GAGAN KHANNA

Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step; targeting senior level assignments in Sales and Marketing with a leading organization of repute.



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KEY SKILLS:

Branch Administration

P & L Management

Business Network Development

Process Improvement

Policy/ Decision Making

Audits/ Inspection

Statutory Compliance

Sales & Business Development

People Management

PROFILE SUMMARY:

- Highly competitive, self-starter, and goal oriented professional with over 20 years of rich experience; with key focus on top line and bottom line profitability by ensuring optimal utilization of resources.
- Spearheading entire branch banking operations, customer relationship management, audit & compliance and team management functions.
- Orchestrated multiple locations / branch's profit center heads; led overall sales, operation & administration of **12 branches** with an annual turnover of **INR 1300 Crores (CASA) and INR 2000 Crores (GL)**
- Acquired, developed & serviced long-term relationships with High Net Worth Individual (HNI) clients; prospected and identified new leads and pitched to the clients for achieving targeted business
- Attained branch sales targets in **CASA, Retail Term Deposit, Credit Cards, Online Trading Accounts, Home / Gold / Car Loans, Loan Against Property, Working Capital Limits and SME Limits**
- Maximized sales opportunities, proactively created new opportunities and achieved sales targets; developed and managed relationships with industry partners and worked with them on business growth opportunities beneficial to all parties
- A forward thinking person with strong communication, analytical & organizational skills.



SOFT SKILLS:

✍ **Communicator**

✍ **Thinker**

✍ **Innovator**

✍ **Collaborator**

✍ **Intuitive**



Education

- : MBA (Marketing) from Symbiosis institute of Management Studies, Pune
- : B.Com. From Delhi University, Delhi in 2000
- : JAIIB & CAIIB from Indian Institute of Banking and Finance

Certification

- : Executive Certificate Course from IIM-B in Portfolio Management in 2009



WORK EXPERIENCE:

Kotak Mahindra Bank – Since 2003

❖ Area Manager -Cluster Head-Branch Banking

Growth Path:

2018- Present	Area Manager-Branch Banking.
2015-2018	Circle Manager –Priority- Business Banking
2014-2015	Branch Manager-Branch Banking
2009-2014	Area Sales Manager
2005-2009	Branch Sales Manager
2003-2005	Acquisition- Manager

Key Result Areas:

- ❖ Spearheading entire gamut of operations related to:
 - Branch Operations & Banca Operations
- ❖ Conceptualizing strategic and operational plans for the branch for drawing an excellent image; harmonizing them with the bank's macro level plans.
- ❖ Aligning resources in line with the branch targets and performance estimates
- ❖ Defining service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation
- ❖ Framing result-oriented business generation plans and policies to attain pre-designated profitability/ revenue estimates
- ❖ Managing the delivery of high quality customer service at all branches spread PAN India and non-branch vendor locations spread across country and centralizing voice service support through partner service team
- ❖ Supervising:
 - Servicing to strategic Banca relationship
 - Setting up Banca Operations
 - Team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed
- ❖ Mentoring & monitoring the performance of the team members to ensure efficiency in process operations and meeting of individual & group targets

Highlights:

- ❖ Acknowledged with the:
 - **Best Branch Manager Award** in PAN India in FY 2012-13 in terms of CASA growth
 - **Best Branch Manager Award** in terms of revenue generation
 - **Best Service Quality Award** to the branch
 - **Best Area Sales Manager PAN India** in consecutive 2010-11 and 2011-12 FY
 - **Best Circle Manager Priority Business Banking** 2017-18 for Highest Trade Forex

Previous Experience:

Standard Chartered Bank, Delhi Sales Executive-Acquisition Team, Branch Banking .	Jan'03-Nov'03
Tata Info-Media India Limited, Delhi Sales Executive (Worked for Industrial Magazine called "Search")	Jan'02- Dec'02
GE Capital Countrywide Limited, Delhi Sales Executive	Apr'01-Dec'01

Personal Details:

Date of Birth: 26th November 1979
Languages Known: English, Hindi and Punjabi
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