**Hemal Gohel**

**Customer Service Manager - Worked with Indusind Bank Limited**

Rajkot, Gujarat

-

Email me on Indeed: [indeed.com/r/Hemal-Gohel/657d1ea55fd2eb75](https://www.indeed.com/r/Hemal-Gohel/657d1ea55fd2eb75)

**Work Experience**

**Customer Service Manager**

**Indusind Bank Limited**

-

Morbi, Gujarat

-

May 2016 to February 2017

Profile: Sales & Operations  
Grade: Deputy Manager  
Designation: Customer Service Manager  
Function: Consumer Banking  
  
Responsibility:  
• Assessed needs of customers, suggesting products and services accordingly  
• Opening New Savings, Current Account as well as fulfill all target LI, Investments  
health Ins etc  
• Meet with new bank customers to explain all the services and features the bank  
has to offer  
• Used to handle remittance, Cash transaction.  
• Managing and solving customer routine and daily Query as per TAT  
• Dealing with customer complaints and ensuring customer satisfaction.  
• Ability to handle all Ops profile regularly worked as teller & clearing manager as back up manager.  
• Ability to handle all higher level service related escalated issues at Branch

**Asst. Manager**

**VIBHS Financials Limited**

-

Mauritius

-

December 2014 to January 2016

Function: Risk Management and Surveillance  
  
Responsibility:  
• Controlling Risk Management, Including UK, UAE, Mauritius of Globex and Dubai  
Exchange.  
• Managing companies risk against volatility of futures and spot market  
• Preparing daily Risk MIS Report for clientele.  
• Punching Clients trade in Vertex and Meta Trader4 trading platform  
• Surveillance and monitoring Client position through Vertex and Meta Trader 4  
platform  
• Online customer support and query resolving of UK, UAE and Mauritius's Clients through online chat

**Risk Management & Operation**

**Nexus Fintech Private Limited**

-

Rajkot, Gujarat

-

March 2011 to September 2014

Function: Risk Manage & Collection  
  
Responsibility:  
• Overall Collection operation management  
• Branch Churn management  
• Revenue churn  
• Bad debt provision management  
• Promotion of Direct Debit  
• Go green project management  
• Training and quality management for Zone  
• Complaints management & reduction.

**Asst. Manager - Surveillance and Risk Management**

**Angel Broking Limited**

-

Mumbai, Maharashtra

-

April 2006 to February 2011

Total Experience around 5 Years)  
  
Profile: Risk Management (Mumbai & Maharashtra Zone - India)  
Designation: Asst. Manager  
  
Responsibility:  
• Managing and control differentiate risks through online software Reliable & offline  
tools for Maharashtra region.  
• Handling of Different types of MIS though MS Excel (Incremental Risk, Client wise,  
Branch wise and Sub-Broker wise)  
• Handling of Deviation Report for PAN INDIA.  
• Managed auto Clean-Up process (Categorize Client and Sub Brokers) for PAN  
INDIA.  
• Maintaining Single Handedly Auto Fund and Stock transfer Process against Debit and Margin Shortage.  
• Managing Clean Up process Of Inactive Sub Brokers and Clients.  
• To train risk management personals in entire Maharashtra region.  
• People management and day today coordination to drive collection targets through  
Region Branches (With Branch Managers) of all Regions & Branches.  
• Process standardization in the respective Regional Offices & branches, which involves monthly audit, taking new initiative and setting up new process to  
improve collections effectiveness across Mumbai & Maharashtra.  
• Corporate A/c's review and control to keep tap on Aging and Bad debts.

**Surveillance & Risk Managerment Officer**

**Marwadi Shares & Finance Limited**

-

Rajkot, Gujarat

-

January 2004 to March 2006

Profile: Surveillance & Risk Management (Pan India)  
Designation: Surveillance Office  
Time period: 13st Jan 2004 to 31th Mar 2006 (3 Year & 3 Month)  
  
Responsibility:  
• Used to deal with direct clients and Sub- Brokers client for troubleshooting  
• Used to work as a online surveillance officer  
• Training given to all region for surveillance and risk management  
• Used to deal with direct for dealing in EQUITY & COMMODITY

**Education**

**Bachelor of Commerce in Finance**

**Saurashtra University**

-

Rajkot, Gujarat

2004 to 2006

**HSC in Commerce**

**M.D Patel School**

-

Gariadhar, Gujarat

2003 to April 2003

**Certification in Financial Markets**

**National Institute of Securities Markets**

-

Mumbai, Maharashtra

**Skills**

MS office Advanced Level and Expert Lever (10+ years), Sound product knowledge including stock market, life insurance, health insurance, general insurance MF, CFD, Forex Market, and Currency Market etc. which helps to grow business in every aspect

**Awards**

**Top Customer Service Manager**

September 2016

Awarded Top Customer Service Manager Awards In Sep-2016

**Top Customer Service Manager**

December 2016

Awarded BEST Customer Service Manager Awards In Dec-2016

**Awarded a Certificate of Excellence for outstanding contribution in Health Insurance**

August 2016

Awarded a Certificate of Excellence for outstanding contribution in Health Insurance Business for the month of Aug-2016

**Awarded a Certificate of Excellence for outstanding contribution in 1-2-3 Contest**

December 2016

Awarded a Certificate of Excellence for outstanding contribution in 1-2-3 Contest for the month of Dec-2016

**Awarded a Certificate of Excellence for outstanding contribution in 1-2-3 Contest**

January 2017

Awarded a Certificate of Excellence for outstanding contribution in 1-2-3 Contest for the month of Jan-2017

**Awarded a Certificate of Appreciation for outstanding contribution in Life insurance Business for Sultan Contest**

June 2016

**Awarded a Certificate of Appreciation for outstanding contribution and sales growth in General Insurance**

**Won Jubilant June contest for achieve higher Sub-Broker**

June 2010

Won Jubilant June contest for achieve higher Sub-Broker of Jun-2010 (Angel Broking Limited)

**Additional Information**

Key Competencies -  
  
• Able to manage complex sales processes and negotiations to a successful conclusion.  
• Excellent Verbal and written communication skills.  
• Sound product knowledge including stock market, life insurance, health insurance,  
general insurance MF, CFD, Forex Market, and Currency Market etc. which helps to  
grow business in every aspect.  
• Expert lever and advanced MS office skills.  
• Strong marketing orientation with the ability to develop strategies to edge out the  
competition.  
• Identifying and networking with prospective clients, generating business from the  
existing accounts and achieving profitability and increasing sales growth  
  
Computer Knowledge -  
Advanced and Excellent MS-Office skills.