

DEEPESH SHARMA

Navi Mumbai, pin 410210 Mobile: 9575087694, 7805027211

✓ Email: deepeshds64@gmail.com _Linkiden id deepesh-sharma-21713767

Summary

Worked as Area Manager , Cluster Sales Manager, Branch Head , Operations Head (Senior Manager & Manager Grade) I have worked in 18 year in Banking, Insurance Sector. My area of specialization are In the following field , Team handling, Sales, business development, Operations Management, Customer Service, I am always ready to take up new role , responsibilities and Challenges.

Sales Management

#Operations Management

#Customer Service and Relations

#Banking Products and Services

Team Management

Catchment of business Market

Business Developments

Revenue Generation

Compliance and Audit

Work Experience

➤ **HDFC Bank Limited**

Grade- Manager

05-Feb-2018 to 24-Jan--2019

Navi Mumbai

Job Profile : Preferred Relationship Manager : Responsible for Acquisition of new Preferred customers Enhancement of the relationship by cross-selling products and services as per the profile & need of the customers Deepening the size of the relationship Retention of the customers by providing the best possible services and being the dedicated point of contact customers.

Key Result / Responsibility Areas: Sales:(Acquiring, Enhancing ,Deepening and Retention) Acquire new customers who meet product criteria and flag them on the system o Referrals generated from existing customers. Increase liabilities size of relationship.

Sales across all product – NTB, CASA, Liability Product, FD RD.CC OD Asset product Home Loan, Car loan , Business loan. segments-TPP,LI,GI, MF, Demat and HSL. Assets, Cards all banking etc.

Portfolio Management Identify existing/new customers who meet Preferred product criteria and flag them on the system and upgrade these customers under the Preferred programme in line with the Preferred grouping criteria

- Customer Services
- Ensure quality customer service is delivered
- Achievement of income plans and other benchmarks

➤ **Kotak Mahindra Bank Limited**

From(May 2014 till Feb 2017)

Grade: M4 - Senior Manager

Function: Sales(CASA, TPP Life insurance, Business development)

Key Responsibilities:

Monitoring four branch's Sales staff productivity(CASA Number, TPP Life Insurance) in cluster.

- Handled 10Sales Staff in cluster for CASA growth, Life insurance, General Insurance, Customer service, Team motivation for business productivity. Closer of business with Team.
- Locating new area for business catchment in district.
- Promoting asset product in Agri finance, cash credit limit, overdraft to business owners.

➤ **AXIS Bank Limited**

From (April 2011 till April 2014)

Grade: Senior Manager

Designation: Branch Head & Operations Head

Key Responsibilities**Business Development:**

- Maintaining healthy business relations with High Net Worth and Corporate / Institutional clients, ensuring high customer satisfaction matrices.
- Handling Team of Sales & Operations to achieve budgeted / Target figures.

Team Management:

- Driving team members to accomplish the target and ensuring quality deliverables in the market.

Client servicing:

- Mapping client requirements and providing them with the best banking solutions to suit their needs.
- Providing value added advice to the corporate and individual clients ensuring proper product mix as per the risk appetite.

Operations:

- Handling clearing activity of Inward and outward cheques .
- Tracking branch expenses to ensure prudent expense management.

➤ **INDUSIND BANK LIMITED**

From (Jan 2008 till April 2011)

Designation: Branch Head

Key Responsibilities**Banking Sales & Operations Management:**

- Establishment/Setup of three new branches. Performing all branch setup formalities such as procuring shop establishment certificate, setup of branch assets, managing outsources employees.
- Managing branch as well as extending priority-banking services.
- Authorizing day-to-day transaction and managing risk control at the branch.
- Implementing policies/procedures for the all-round development of the bank as well as reducing overall cost to the bank through various means.
- Interfacing with other banks for lending, borrowing and ensuring compliances with the statutory
- Managing marketing operations for various banking/insurance products thereby achieving increased sales/maximizing profit/revenue from TPP (Third Party Product)
- Managing sales of fixed deposits, Insurance, Mutual Funds, CASA and other related products to achieve the profit output for the branch.
- Building brand focus, reviewing and interpreting market response to facilitate product growth.
- Identifying prospective client, generating business from new accounts and achieve consistent profitability.

➤ **Kotak Mahindra Life Insurance Co.Ltd**

Tenure: July 2007 - Dec 2007.

Designation: Dy. Manager, Bhopal, Madhya Pradesh.

Key Achievements: MDRT Qualification of team member.

Designated as Deputy Manager handling 25 Financial Advisors for the promotion & Business of Unit Linked Investment & Plans

➤ **ICICI Prudential Life Insurance**

From (Jan 2006 till June 2007)

Designation: Unit Manager.

Key Responsibilities (Life Insurance sector):**Sales through Recruitment & Development of Advisors (Manpower & Business)**

- Identifying the various market segments, categories and strategizing methods to explore them for meeting the high standards of recruitments.
- Developing the people to boost the sale of insurance product, which needs highly personalized selling. Handling skilled sales force and training on defined methods of selling for a team of Life Insurance Advisors from diversified background, who are not initially accustomed to professional selling.
- Designated as Deputy Manager handling 38 Financial Advisors for the promotion & Business of Unit Linked Investment & Plans.

➤ **Sri Satya Sai Nagrik Sahakari Bank Mydt.**

(Licensed by RESERVE BANK OF INDIA and Registered Under M.P CO- OPERATIVE SOCIETIES ACT, 1960)

Tenure: From (Aug 2001 till Dec 2005)

Designation: Sr.Officer, Bhopal, Madhya Pradesh

Key Job Responsibilities:

Operations Passing Officer:

- Issue Demand Draft, Fixed Deposit, Double Deposit, Recurring Deposit, MAS DD Issue, Daily Deposit Scheme A/C, Loan on F\D O\D.
- Maintain CRR-DTL as per R.B.I norms, funding with other bank.
- Handling Head Office work (RBI Returns) & Deposit Mobilization for bank.

Clearing Department (Inward and Outward):

- Working experience of handling entire clearing department like posting of cheques, MICR Cheque & NON-MICR Cheque, encoding of cheques, attendance in clearing house on daily basis, handling OBC & IBC Cheques for collection, issue Cheque Book, Pass Book of saving account.

Cash Department (Receipt & Payment):

Education:

Master of Business Administration (MBA)

Year of Passing: 2006

Institute: Shri V.N.S Institute of management & Research

From Bhopal University , Madhya Pradesh

Post Graduate : Master of Commerce M.Com

Year 1995-97

From Bhopal University , Madhya Pradesh

Graduation: B.com : Special Accounts & Taxation

Year 1992-95

From Bhopal University , Madhya Pradesh

Personal Detail :

Father Name : Shri Manohar Sharma (Retd State Bank of India)
