

ABHIMANYU SINGH

E-mail: abhimanyuece15@gmail.com

Mobile: +91-9116117608, +91-8949586317

Home Address: 680/24 Durga Bhawan, Gali No-4, Khanpura Road, Subhash Nagar, Ajmer, Rajasthan, India-305001

Headhunted for challenging positions in Operation & Management / Business Process Improvement / Customer Relationship Management / MIS Reporting & Tracking / Auditing / Team Lead with a reputed organization.

CAREER APERCU

- A dynamic and leading professional with multi-faceted having experience in Branch Operations, Client Relationship Management, Compliance, Team Handling, Branch Auditing & Branch Management.
- Presently working as **Relationship Manager** with **ICICI Bank Ltd. Ajmer (Rajasthan)**, Track record of consistently achieving revenue targets, identifying high-yielding services and products during the career span.
- Expertise in managing both Sales Management & Branch Banking operations by handling team of more than 40 persons.
- Demonstrated abilities in cementing healthy relationship by ice breaking opportunities with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
- Possess excellent interpersonal, communication and organizational skills with proven abilities in customer relationship management and planning.

ORGANISATIONAL EXPERIENCE:

Current Roles and Responsibilities:-

ICICI Bank Ltd.

Relationship Manager (Gold Loan- Branch Banking)

Duration: April, 2018 to Currently serving

Location: Ajmer (Rajasthan)

Responsibilities:-

- Driving & Handling the business targets and achievements of whole Ajmer Region having 14 Branches with team handling of more than 40 persons.
- Coordinate with managers to resolve pending cases and clear all rejections as soon as possible.
- Maintaining MIS reports Like (Disbursement & Incremental of new Business , projected target & achievement branch-wise). Provide vast knowledge & training to branch team for new gold loans.
- Front-End role in handling & Resolution of grievances of the customers.
- Generate the leads for new business proposal form, from walking clients and by meeting HNI clients.
- Update the leads in LMS (Lead management system) and forward to certain channel.
- Eagle eye on every compliance related to proceedings.

Business Development:-

- Leading a team and providing them training, guidance and motivation to enhance their productivity.
- Analysing latest marketing trends and tracking competitor's activities and providing valuable inputs for fine tuning sales & marketing strategies.
- Monitoring client's portfolio performance, conducting profitability analysis, rendering sustained
- Advisory services & increasing retention levels.
- Analysing risk appetite of an individual for providing them apt investment solutions; ensuring that solutions provided match the risk profile.
- Maintaining healthy business relations with potential clients, ensuring high customer satisfaction matrices.

Prior Roles and Responsibilities:-

ICICI Bank Ltd.

Deputy Branch Manager (Branch Banking)

Duration: April, 2017 to April, 2018.

Responsibilities:-

- Monitoring of daily customer's activities and processing customer request of the branch.
- Monitoring of daily cash and cheques related transactions as well as handling of clearing cheques.
- Responsible for branch banking compliance activities.
- Monitoring Operations planning and achieving set targets from time to time.
- Handling all admin issues of branch.
- Monthly and quarterly bank reconciliations for clearing accounts.
- Monitoring of all office accounts.
- Responsible for branch audit reports.
- Responsible for handling all the business activities of the Branch.
- Dealing with external and internal auditors, inspections and compliance.
- Monitoring and handling all types of retail loans at branch level.
- Preparing and monitoring pre & post disbursement activities
- Disbursement of gold loan, personal loan and KCC proposals.
- Monitoring branch management, profitability management, audit and compliance.
- Motivate to each team member and subordinate for achieving sales target
- Manage, train and motivate direct reporting staff according to company procedures, policy and employment law.
- Manage product/service mix, pricing and margins according to agreed aims.
- Increasing profitability by increased revenue and reduced expenses for the branch and bank.
- Rating the Company's position in the market and keeping the **Company's flag high**.

Business Development:-

- Appraising various Loan and Debenture products offered by the organization among prospective customers.
- Leading a team and providing them training, guidance and motivation to enhance their productivity.
- Analysing latest marketing trends and tracking competitor's activities and providing valuable inputs for fine tuning sales & marketing strategies.
- Monitoring client's portfolio performance, conducting profitability analysis, rendering sustained
- Advisory services & increasing retention levels.
- Analysing risk appetite of an individual for providing them apt investment solutions; ensuring that solutions provided match the risk profile.
- Maintaining healthy business relations with potential clients, ensuring high customer satisfaction matrices.

ICICI Bank Ltd.

Relationship Manager- (Gold Loan- Branch Banking)

Duration: October,2016 to April,2017

Responsibilities:-

- Driving & Handling the business targets and achievements of whole Cluster having 7 Branches with team handling of more than 25 persons.
- Coordinate with manager's to resolve pending cases and clear all rejections as soon as possible.
- Maintaining MIS reports Like (Disbursement & Incremental of new business , projected target & achievement branch-wise).
- Provide vast knowledge & training to branch team for new gold loans.
- Front-End role in handling & Resolution of grievances of the customers.
- Generate the leads for new business proposal form, from walking clients.
- Update the leads in LMS (lead management system) and forward to pertain channel.
- Eagle eye on every compliance related to proceedings.

Business Development:-

- Leading a team and providing them training, guidance and motivation to enhance their productivity.
- Analysing latest marketing trends and tracking competitor's activities and providing valuable inputs for fine tuning sales & marketing strategies.
- Monitoring client's portfolio performance, conducting profitability analysis, rendering sustained advisory services & increasing retention levels.
- Analysing risk appetite of an individual for providing them apt investment solutions; ensuring that solutions provided match the risk profile.
- Maintaining healthy business relations with potential clients, ensuring high customer satisfaction matrices.

ACADEMIC QUALIFICATION

- **PGDB (Post Graduate Diploma in Banking)** from IMA (ICICI Manipal Academy, Bangalore) in 2016.
- **RSCIT** Certification from Vardhaman Mahaveer Open University, Kota in 2014.
- **B.Tech.** (Honors in E.C.E) from Rajasthan Technical University, Kota in 2012.
- **12th** from Rajasthan Board of Secondary Education, Ajmer in 2008.
- **10th** from Rajasthan Board of Secondary Education, Ajmer in 2006.

SPECIALIZATION

OPERATIONS MANAGEMENT, TEAM HANDLING & LEADERSHIP, TEAM MOTIVATOR, STRATEGIC PLANNER, ORGANIZATIONAL & PERSONAL GROWTH ORIENTED.

TECHNICAL QUALIFICATION

- **Experience in Financial and Banking Software "Finacle."**
- Operating System: Windows 7, XP.
- MS Office, Open Office.

ACHIEVEMENT

Certificate of Merit: Exemplary Leadership as "PROGRAMME LEADER" during PROBATIONARY OFFICER 33rd Batch at ICICI Banking Academy, Bangalore.

OTHER INTERESTS

- Avid lover of Hindi Music.
- Running, Jogging, Meditation, Yoga.

PERSONAL INFORMATION

- Father's name : Sh. Rajendra Singh
- Date of Birth : December 15th, 1991
- Marital status : Married
- Languages : English (Fluent R/W/S), Hindi (Fluent R/W/S).

Place: Ajmer

(Abhimanyu Singh)