****

**BHAVNESH KUMAR**

**Branch Operations Head (Sales and Ops)**

**Axis bank Ltd (OCT'2021 to Till Date)**

130 Second Floor New MotinagarNew Delhi-110018

Contact:+971555985464

Email:bhavneshkumar.kumar@gmail.com

# Career Objectives

Seeking a position that would provide me an opportunity to take the challenging assignments using my analytical skills and provide a learning environment that would ensure constant development of my career.

# PROFILESUMMARY

Dynamic & result oriented professional with 10**+** years of experience in managing the entire spectrum of **Banking** sector

in:

|  |  |  |
| --- | --- | --- |
| **~Business Development** | **~Customer Service** | **~KYC Certiﬁcation** |
| **~Fraud Prevention** | **~Portfolio Management** | **~Cross sell** |
| **~Team management**  **~Client Relationship Management** | **~Cash Management** | **~Operations Management** |

**Currently working as Branch Operations Head with Axis Bank Ltd Oct2021 to Till Date**

**✓Key Role and Responsibilities**

* Handling managed mapped customer of the portfolio of 250+ customers right now.
* Doing revenue/fee MoM by doing the business to mapped customers.
* Life Insurance, General Insurance, Credit Cards Doing Mutual Funds, Demat Account, Asset Products and other similar products to generate revenue.
* Meeting/contacting the mapped portfolio customers as well as new customers on daily basis to grow the business as well as the managed book size.
* Acquiring new HNI clients also.
* Add new relationships to the mapped book from the existing clients by adding/opening the family accounts or adding/clubbing the existing ones.
* Doing cross sell to the customers.
* Sell need base products.
* Generate need/requirement for the product and sell the same.
* Keep Documentation knowledge according to product variants.
* Always keep myself up-to-date about the digital initiatives and contests/drives from the bank to participate in.
* Keep myself in learning mode always.
* Always try to cross sell at its maximum level and try to attach/sell one fellow product with the main featured product.
* Always ask for the help from the superiors/seniors whenever it is required.

# Personal Skills

* Excellent Verbal and communication skills and having the ability to handle the people as well the situations diplomatically.
* Willingness to learn new things always.
* Hard working and fully dedicated towards my work always.
* Interacts and deal with new people easily.
* Flexible in working with any situation, people, team and circumstances.
* Always a good participant of a team and work with a good team spirit.

# ACHIEVEMENTS:

* I got my 1st promotion Officer to **Senior Officer** in 2016
* I got my 2nd promotion Senior Officer to **Assistant Manager** in 2018
* I got my 3rd promotion Branch Relationship Officer to **Deputy Branch Operations Head** in 2022
* I got my 4th promotion Deputy Branch Operations Head to **Branch Operations Head** in 2023

## ORGANIZATIONAL EXPERIENCE

## DEPUTY MANAGER–HDFC BANK LTD(RM) MAR’20-OCT'21

## DEPUTY MANAGER–INDUSIND BANK LTD(GBG-RM) JUN’19-MAR'20

## ASSISTANT MANAGER-ICICI BANK LTD MAY’14-MAR’19

# Personal Details

|  |  |
| --- | --- |
| Father’s Name | Sh. Chandra Pal |
| Mother’s Name | Smt. Kanti Devi |
| Date of Birth | May 10, 1992 |
| Marital Status | Married |
| Language Known | English & Hindi |
| Nationality | Indian |
| Strength | Punctual, Hardworking & Dedicated |
| Hobbies | watching movies, like to meet old friends, spending goods time with my family, go for an outing with my family whenever I find time which I love most, cooking occasionally to impress my wife ☺ |

Salary Negotiable

**Declaration**

I, Bhavnesh Kumar, hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date: ….......................**

**Place: …………………..**

{Signature}