

GAURAV MODI

Branch Manager



Excelling in a challenging role as a Senior Branch Manager or Chief Branch Manager in the Banking industry, utilizing nearly 11 years of experience in branch management, administration, and customer service to enhance operational excellence and contribute to organizational objectives in Bahruch, Ankleshwar, and Vadodara.

PROFILE SUMMARY

- Lead branch manager in Banking industry, managing operations, driving financial inclusion, and ensuring audit compliance.
- Managed Central Bank of India branch operations, specializing in banking, audit, cash management, loan administration, and staff training.
- Expertise in team and client management, with proficiency in administration, recruitment, customer service, and financial operations.
- Proven track record in spearheading financial inclusion projects and ensuring adherence to audit and cash management procedures.
- Illustrated excellence in staff training, client relationship management, and efficient branch operations at Central Bank of India.
- Experience of managing all aspects of branch operations at Central Bank of India, including customer service, cash management, and administration, while supervising customer relationship management, financial operations, and team leadership.

WORK EXPERIENCE

Branch Manager

Central Bank of India, Bahruch, Gujarat
Apr'13 – Present

Key Result Areas:

- Managing branch operations, including customer service, cash management, and administration, ensuring compliance with regulations and policies.
- Mentoring staff, leading customer relations, financial operations, and team management.
- Ensuring regulatory compliance and internal policy adherence in all facets of branch operations.
- Leading team in customer relationship management, financial operations, and overall branch efficiency.
- Utilizing core banking software, financial analysis tools, and compliance software to drive operational efficiency and ensure regulatory compliance, with a focus on enhancing customer experience and optimizing financial operations.
- Spearheading the implementation of innovative strategies at Central Bank of India, resulting in an improvement in customer service satisfaction and a reduction in loan processing time, considerably enhancing overall branch performance.

Achievements:

- Enhanced customer service satisfaction with a proactive feedback mechanism, emphasizing service quality improvement.
- Achieved reduction in loan processing time and increased customer satisfaction with streamlined processes.
- Focused on operational efficiency and customer-centric solutions through improved loan processing systems.

PROJECT

- **Financial Inclusion:** Pradhan Mantri Jan Dhan Yojana
Description: Played a crucial role in implementing Pradhan Mantri Jan Dhan Yojana by facilitating account opening, promoting financial literacy, and ensuring accessibility to banking services for all sections of society.

CONTACT DETAILS

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EDUCATION

- **2011**
MBA (Human Resource Management)
Sikkim Manipal University (SMU), Gujarat
- **2007**
LLB
Veer Narmad South Gujarat University (VNSGU) Surat,
- **2005**
B.Com. Honors (Taxation),
Veer Narmad South Gujarat University (VNSGU) Surat

CORE COMPETENCIES

- Regulatory & Audit Compliance
- Financial Risk Assessment
- Operational Efficiency
- Customer Experience Management
- Cash Management
- Strategic Planning
- Loan Administration
- Performance Management
- Quality Assurance

CERTIFICATIONS

- JAIIB | 2017
- CCC | 2009
- Diploma in Aviation, Travel Tourism and Hospitality | 2008
- Diploma in Computer Application | 2003

PERSONAL DETAILS

- **Date of Birth:** 8th September 1984
- **Languages Known:** English, Hindi, Gujarati
- **Address:** B-86/6 Ashutosh Society No.-2, Link Road, Opp. HDFC Bank, Tal. & Dist. Bharuch 392001, Gujarat