Abhishek Chandra

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## PROFILE SUMMARY

Experienced professional with 5+ years of experience in Banking Operations and Direct/Indirect Sales. Extensive experience in KYC / AML , Sales (Inbound / Outbound) , Relationship Manager , Retail Banking with additional skill in Building Relationships and Customer Service .

## PROFESSIONAL EXPERIENCE

**ICICI Bank Ltd (Bangalore , Karnataka) Deputy Manager - Operations and Sales**

**(Jan 2018 to Feb 2020)**

* Managed 500 plus customer accounts by building relationships and using excellent customer service to satisfying individual needs .
* Assisted the Operation Manager in ensuring proper documentation and procedures are followed as well as gathered for account opening and servicing, including the risk and control self-assessment process .
* Resolved escalated client complaints/issues promptly and effectively.
* Capable of performing any of the Universal Banker functions to enhance the customer experience.
* Expanded customer relationships by maintaining a regular follow-up process and building rapport with each customer.
* Worked closely with management to strategize sales techniques to increase branch production and customer service.
* 4 years of experience in developing sales prospects.
* Trained and supported other sales associates and cross trained tellers.
* Conduct detailed financial reviews to sell appropriate products to fit client needs.
* Extensive knowledge of Life Insurance , Mutual Fund , Shares and Equity , Fixed Deposit , Home loan , Lap and other banking products .
* Managed an assigned portfolio of customers and proactively met with them to help discover their financial needs .
* Handled a team of 20+ Sales Officer for sales and services .
* Hands-on experience of service tool like Finacle , MS Office , Power Point , Outlook , Sales CRM , FCRM
* 4+ Years of experience in KYC , AML , Risk and Compliance .

**Indusind Bank Ltd (Bangalore , Karnataka) Assistant Manager - Operations and Sales**

**(Aug 2014 to Dec 2017)**

* Managed copious responsibilities including employee coaching, audit/compliance, and sales goals with above average success.
* Promoted to Compliance position due to superior compliance scores and accomplishments.
* Built and expanded internal and external networks to ensure stream of new business prospects.
* Effectively defined and addressed customer needs to ensure quality servicing and capitalize on opportunities for expanding and diversifying revenue channels.
* Resolved escalated customer service issues.
* Expanded customer base by advertising bank products to customers and supported a large volume of accounts.
* Generated more than $100,000 in revenue and fee income within a 4-month period.
* Maintained and exceeded monthly branch product sales .
* Led weekly sales meetings to establish sales goals and action plans.

## SKILLS

* Service Tools - MS Office , Finacle , Microsoft Outlook , Power Point , Sales CRM , FCRM .
* Sales - Life Insurance , Home Lone , Lap , Mutual Fund , Shares and Equity .
* Operations - KYC , AML , Customer Service ( Pre sales / Post Sales ) , Audit , Risk and Compliance , Team Handling .

## ACHIEVEMENTS

* Recognized by Regional & Market managers for excellence in sales management.
* Promoted to Compliance position due to superior compliance scores and accomplishments.
* Received outstanding Achievement SBA Lending Award for exceptional customer service and sales development.
* Awarded 4 times for Sales and Operations in Karnataka Zone (2019-20)
* Awarded as best employee in risk and compliance. (2019-20)

## EDUCATION AND QUALIFICATION

Post Graduate Diploma in Banking and Finance - Manipal Global Academy , Udupi ,Mangalore 2018.

BE (Computer Science and Engg.) - VTU , Belgaum , Karnataka 2014

**BASIC DETAILS**

DOB : 01/04/1993

Permanent Address : Patna , Bihar

Language Known : Hindi , English

## I hereby state that all the above mentioned information is true to the best of my knowledge and belief.