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# MANMEET KAUR

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Lucknow, UP 226016 ♦ 918112328677 ♦ manmeet9@gmail.com

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## PROFESSIONAL SUMMARY

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Enthusiastic Operation Head eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of finance and Risk. Motivated to learn, grow and excel in Finance and Banking.

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## SKILLS

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- Business development expertise
- Staff Management
- Revenue Generation
- Reporting familiarity
- Sales professional
- Human resources knowledge
- Relationship building and management
- Business Development

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## WORK HISTORY

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**Head of Banking Operations**, 08/2017 to 01/2021

**Akf Agro Producer Company Pvt Ltd** – Lucknow, Uttar Pradesh

- Produced annual plan reports outlining financial data to assist management with making strategic plans and operational decisions.
- Protected company assets with strategic risk management approaches.
- Met deadlines by proactively managing individual and team tasks and implementing processes.
- Resolved escalated customer issues and boosted retention rates by 78%.
- Submitted loan applications to loan underwriter for verification and recommendation.
- Increased new bank relationships within local community by 30% through execution of quarterly promotions.
- Engaged employees in business processes with positive motivational techniques.
- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Recommended loan approvals and denials based on customer loan application reviews.

**Head of Business Development**, 02/1999 to 07/2016

**myself** – Lucknow, Uttar Pradesh

- Developed and executed strategic initiatives to implement key changes and improvements in business development and sales programs.
- Handled day-to-day running of retail sales ensuring high levels of productivity and progression.
- Identified issues, analyzed information and provided solutions to problems.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving

activities to support teamwork.

- Worked and communicate directly with customers to understand needs and provide excellent service.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

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## EDUCATION

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**Diploma in Computer Science:** C, C++, 01/2000

**Tata Unisys** - Lucknow

**B.Com:** Commerce, 03/1994

**Christ Church College** - Kanpur

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## ACCOMPLISHMENTS

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- Supervised team of 450 staff members in operating in various cities
- Resolved product issue through consumer testing.