**SACHIN S MUKNAK**

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**PROFILE SUMMARY**

* Offering over 18 years of experience in Sales, Relationship Management, Portfolio Management, CMS, Cash Collection Operations.
* Awarded as **Best Cluster Manager** for achieving sales target month on month.
* Awarded as **Best Manager in PAN INDIA** for selling maximum insurance in cross sales.
* Enrich Experience in customer sales service with strong bounding relationship.
* Possess extensive knowledge in developing strategies to optimize cash pickup activity of the company.
* Experience in maintaining integrity and accuracy in Cash Pickup transactions, MIS and reports.
* Experience of handling all kind of customers query/grievance under pressure.
* Awarded as **Star Performer** for implementing the new pickups without any issue.
* **Appreciation received** from Citibank Director to manage the critical pickups at the time of Strike at one of pickup agency.
* Awarded as **Spot Award** for insisting the more than 200 pickups in restricted timelines.
* Possess motivational management style with a record of being able to deliver positive results independently & under pressure

**CAREER OBJECTIVE:**

I am looking ahead to work in a professional, growth-oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player, I enjoy the challenges of meeting deadlines and lead a team successfully.

**EMPLOYMENT HISTORY:**

|  |  |  |
| --- | --- | --- |
| Company Name | **Designation - Department** | **Working Period** |
| NeoGrowth Credit Pvt Ltd | Senior Manager – Sales Team | July 2018 – Till Date |
| HDFC Bank | Preferred Relationship Manager | Sept 2016 – June 2018  |
| NeoGrowth Credit Pvt Ltd | Manager – Renewal Team | July 2015 – August 2016 |
| TCS | Assistant Manager - CMS  | Dec 2005 – July -2015 |

**EXPERIENCE**

**Working with NeoGrowth Credit Pvt Ltd from July 2018 to till date as Senior Manager**

* Guide the TL’s and Sales Manager to achieve Daily, Monthly Fresh Sales Target
* Manage APR & PF on every month basis and Maintain Relationship with existing higher value merchant.
* Conduct Partner/RA meetings to increase business opportunities also used to visit with Sales Manager on Higher value merchant for closure purpose..
* Implement new strategies to achieve monthly target and conducting product refresher on monthly basis with team
* Develops staff Sales Manager coaching, providing performance feedback, providing effective performance assessments and establishing performance and development plans.
* Used to healthy coordination with support team
* Develop and maintain Work Management processes and work with Performance Monitoring Group to identify and trend Work Management KPIs
* Manage the performance management process including goal setting and annual performance appraisals and provide necessary training for TL’s and Sales Manager.
* Coordinate with other team Managers and share the daily MIS regarding daily, weekly, Monthly Target commitment and achievement.

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**Worked with HDFC Bank** as a **“Preferred Relationship Manager” from September 2016 to June 2018**

* Key Accounts Management of High Net Worth customers of the Bank.
* Strive to deliver Client Satisfaction – Established vision and strategy of account plans
* To maintain highest level of customer service standards at all time.
* One point contact for all requirements of High Net Worth customers in the Branch
* To achieve the business targets by cross selling, enhancing and upgrading the High Net Worth relationships.
* Helping the clients to get best possible solution to their query and best product according to their needs.
* Seek always for customer delight by incorporating the wow factor
* To meet sales targets spread across Liabilities, Retail Assets, Business Banking, Forex, Credit Cards, Third Party Products etc.
* New Acquisition and Value build
* Negotiation on rates and other terms on asset products
* Complaint Management ensure utmost client satisfaction

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**Worked with NeoGrowth Credit Pvt Ltd from July 2015 to till August 2016**

Worked as **“Assistant Manager”** at Renewal team.

**Key Responsibilities**

* Building strong relationship with merchant which help for Top up or Renewal of loan and company get benefited.
* Manage fully accountable for PAN India merchant queries/complaints, and ensuring quality resolution within specific timelines and maintaining the high Standard of work.
* Handling and ensuring that collection is happening on regular basis and there is no variance accumulated for Merchant.
* I ensuring that Merchant do not face any issue in their daily payments and NeoGrowth also get their share/payment on time without any problem.
* On daily basis flashing the reports to all Senior Management on Complaint pendency from concern department.
* Ensuring that the vendor will provide the service quality service each and every time merchant raise any concern. Escalate the issue at Vendor higher authority whenever it requires.
* **Worked with TCS from Dec 2005 to July 2015**
* Working as **“Assistant Manager”** in Cash Management -Collections Operations with TCS

**Key Responsibilities**

\* Handle smooth running of overall Outstation cheque operations of Pan India.

\* Manage fully accountable for dealing out volume, ensuring efficiency and for maintaining the high Standard of work.

\* Ensuring that staffs do not get bogged down in routine and repetitive tasks and working to create a constructive and

 Challenging environment for them so that they will not get bored.

\* Defining the objectives for the business by strategically planning and setting achievable and realistic goals, only

 doing this after assessing the company’s resources, capital and people.

\* When required rewarding and also disciplining the performance of employees.

* Worked as **“Team Leader”** In Cash Pickup Process with TCS

**Key Responsibilities**

\* Understanding the requirements of customer with Sales Team and coordinating with Pickup agency to arranging the

 pickups.

\* Implementing the new pickup as per customer request and SLA and tracking of all pickups and their credit on daily

 basis.

\* Coordinating on daily basis to the cash pickup agency – CMS Securitas for cash pickup to be done from the

 customers.

\* Maintaining the RBI and compliance reporting for all Citibank customers.

\* Setup and implementation of new locations all over the country for Cash pickup facility for various CITI customers

 within timelines. Some of the additional business we received on account of this.

\* Resolving queries / looking into complaints from customers & ensuring timely resolution.

* Worked in Manage Network Department for TCS

**Key Responsibilities**

\* Tracking the deliverables & ensuring smooth pickups & returns of instruments (checks and demand drafts) for all

 customer cross the country.

\* Setup and implementation of new locations all over the country under Citispeed product – local check pickup/

 banking facility and Citicheck – outstation check pickup facility.

\* Maintaining high value MIS – Tracking of total deposit instruments greater than Rs. 15 lakhs drawn

* Worked as **“Trainee”** in Cash Collection Department with E- Serve International Ltd from August 2003 to August 2004

**Key Responsibilities**

\* Handled Payment part of vendor & coordinator.

\* Preparing daily bills for coordinator courier & vendor more than 220 locations.

\* Making MIS and provide complete assistance to queries.

\* Keeping track of billing and follow up of payments.

**EDUCATION BACKGROUND:**

|  |  |  |  |
| --- | --- | --- | --- |
| Course / Degree | **Institute / Board** | **Year of Passing** | **Grade** |
| B.Com | Mumbai University | 2001 |  |

**EXTRA QUALIFICATIONS**

\* Complete knowledge of computer operating system – MS Word, MS Excel, PowerPoint and Internet

**COMPETENCIES**

* Quick learner & adapts well to changes and pressure in work place
* Managing relationships & working efficiently with diverse groups of people
* Committed to meeting deadlines and schedules
* Leadership skills to lead projects & handle work independently

STRENGTH & SKILLS:

Good analytical, interpersonal, communication & listening skills coupled with dedication and sincerity towards the assigned job.

**LANGUAGES KNOWN**

English, Hindi, Marathi, Gujarati (Speak, Read, Write).

**DATE OF BIRTH**

7th May 1980

**DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge.

Mumbai