

# **HARPREET SINGH**

**H.NO. 132, WARD NO 12, ASSANDH DISTT KARNAL**

**Mobile:-9034404407; Email: [Harpreet.singh0510@gmail.com](mailto:Harpreet.singh0510@gmail.com)**

***Seeking a challenging Middle Managerial Assignment in a growth- centric organization in which performance and commitment are valued and encouraged.***

## **Work Experience**

- Organization : HDFC Bank Ltd.
- Position : Senior Relationship Manager
- Location : Assandh, Haryana
- Period : 2<sup>nd</sup> Dec. 2014 to till date

## **Key Responsibility Areas**

- Build and maintain long term relationships, deepening relationship and growing revenues
- Provide seamless and superior service delivery
- Ensure compliance with key regulatory and bank level requirements
- Control on stock of security items in hand.
- Forex transaction of branch customers
- Handling customer queries.
- No revenue leakages while selling product to customer
- Minimizing Operational errors / Prevention of frauds
- All internal and external audit satisfactory
- Ensure there are no circular transactions between customers account as per AML Policy
- Cross Sell of third party products and referral generation for LI, GI.

- Generating leads for home loan, LAP.
- Customer relationship management

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### **Key skills:**

-Good communication and presentation skills, negotiation skills with ability to interact with people at various levels of the organization and outside environment

-Strong sales and relationship management skills.

-Good understanding of all Products.

-Team Management.

- Analytical bent of mind and lateral thinking.

- Regulatory and Compliance Knowledge.

### **Work Experience**

- Organization : Indusind Bank Ltd.
- Position : MCSOPs
- Department : Retail Banking
- Location : Jalmana, Haryana
- Period : 15 sep 2014 to – 28 Nov 2014

### **Key Responsibility Areas**

- Focus on business development across assets & fee to sustain and achieve growth in relationship value, revenues

& improved client stickiness

- Achievement of product-wise targets
- Formulate outbound and inbound sales plan to acquire new customers for increasing customer base of the portfolio
- Resolution of queries of all clients within TAT specified
- Ensuring need based product approach towards clients and regular reporting of product penetration
- Reaching out to clients to do cross selling for as many products as possible (as per the demographic, lifestyle and risk profiling)

### **Key Skills:**

- Ability to manage relationships to improve relationship value of existing customers
- Ability to build and maintain long term relationships, deepening relationship and growing revenues
- Ability to provide seamless and superior service delivery
- Ability to ensure compliance with key regulatory and bank level requirements

### **Work Experience**

- Organization : Indusind Bank Ltd.
- Position : Assistant Manager
- Department : Retail Banking
- Location : Assandh, Haryana
- Period : 11<sup>th</sup> Sep. 2012 to – 28 Nov 2014

### **Key Responsibility Areas**

- Keep proper custody of strong room/locker keys, all valuable like cash, and documents.
- Control on stock of security items in hand.

- Forex transaction of branch customers
- Handling customer queries.
- No revenue leakages while selling product to customer
- Minimizing Operational errors / Prevention of frauds
- All internal and external audit satisfactory
- Ensure there are no circular transactions between customers account as per AML Policy
- Cross Sell of third party products and referral generation for LI, GI.
- Generating leads for home loan, LAP.
- Customer relationship management

### **Work Experience**

- Organization : Muthoot Finance ltd.
- Position : Account Assistant
- Department : Gold Banking
- Location : Assandh, Haryana
- Period : 10<sup>th</sup> Dec 2011 to 8<sup>th</sup> sep 2012

### **Key Responsibility Areas:**

- Proper documentation in respect of all transaction.

- Checking of gold and disbursement of gold loan.
- Proper maintenance of records & register.
- Proper recovery of loan, interest, penal interest, etc from customers.
- Generating **Assets lead (KGC, LAP ,HL)** and end to end follow up till disbursement
- Sales of third party products LI, MF, GI.
- Keep proper custody of strong room/locker keys, all valuable like gold, cash, and documents
- Complete day work on same day.
- Canvass maximum business for the organization by effectively marketing various product of the group.
- Customer relationship management

### **Work Experience**

- Organization : HDFC Bank Ltd.
- Position : Executive
- Department : Banking
- Location : Assandh, Haryana
- Period : 30<sup>th</sup> Oct, 2010 to 9<sup>th</sup> Dec, 2012

### **Key Responsibility Areas:**

- To plan and carry out banking activities so as to achieve target.
- Generating **Assets lead (KGC, LAP ,HL)** and end to end follow up till disbursement

- Felling /Checking of AODs and application with due care KYC and AML norms set by the bank.
  - Following and Implementing the TAT sacrosanctly.
  - Carry out activities to achieve cross-sell target for LI, Mutual funds.
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### **Contribution**

- As an Executive to a Private Sector Bank creating the brand image of HDFC bank.
- Opening of account.
- Cross sell of third party product LI, MF, and SIP.
- Checking of Docs and application with due care according to rules set by the bank.
- Following and Implementing the TAT sacrosanctly.

### **Education**

- MBA kurukshetra university , kurukshetra
- Graduation kurukshetra university , kurukshetra
- 12<sup>th</sup> from ,CBSC Board
- 10<sup>th</sup> from ,HBSE Board

### **Interpersonal Skill**

- Client relationship management.
- Ability to adapt to any condition.
- Team spirit. Leadership quality

## **Personal Particulars**

- Date of Birth : 5<sup>th</sup> Oct 1985
- Languages known : English , Hindi, Punjabi
- Permanent Address : H.No. 132, Ward No 12, Assandh 132039
- Strengths : Time management, Good communication, Max. Utilization of Resources.
- Hobbies and interest : web surfing, listening music, exploring new area and adventures.

**Harpreet Singh**