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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **DEEPAK**  **KUMAR**   |  |  | | --- | --- | |  | adeepak895@gmail.com | |  | 9672540009 | |  | House No. 17, Near Kalyan Bhoomi Ward No. 20 Apupgarh ,  Dist- Ganganagar,RJ ,335701 | | | **Skills**   * Issue resolution * Business administration * Business development * Operations Management * Financial management * Retail sales * Excellent communication skills * Cash register familiarity * Friendly demeanor * Sales experience * Upselling techniques   **Education**  Jaipur National University  Jaipur, RJ  •  2018  *Master Of Business Administration*:  Financial Management  MGS University  Bikaner, RJ •  2015  *Bachelor Of Science* : Science And Mathematics  **Senior Sec. Education**  RBSE , 2012 Mathematics  **Secondary** **Education**  RBSE ,2010 | | |  | | --- | | **Professional Summary**  Enthusiastic, outgoing and fashion-savvy Sales Associate proficient at building positive relationships with new and existing customers by offering superior customer service . Result driven professional with proven business development and management experience. Accomplished in determining most optimal operational practices, achieving all objectives and ensuring smooth operations. | | **Work History**  ICICI Bank - Assistant Manager – Deputy Branch Manager Gharsana , RJ  •09/2019  - Current   * Provided excellent customer service, driving membership loyalty and increasing customer satisfaction rates. * Oversaw and managed operational and financial projects to deliver on time and within budget limitations. * Resolved all issues professionally and in a timely manner. * Reviewed sales and merchandising reports to achieve profit goals, reduce back stock and predict sales. * Encouraged sales staff to cross-sell complementary products and services to customers. * Addressed problems with customers to promote quick and successful resolution. * Increased operational efficiency by training staff on best practices and protocols. * Fostered client relations to acquire new accounts and increase revenue. * Addressed and resolved strategy issues to support sales management and guide business direction.   ICICI Bank –Senior Officer – Customer Service Officer 9ML & 22ML , Gharsana , RJ  • 12/2015 – 08/2019   * Worked as a CSO & handle all Retail Branch Banking Products ex. Casa ,FD ,RD ,Life Insurance , Mutual Funds ,General Insurance & All type of banking products. * Good knowledge of NEFT , RTGS , CASH, Report generation , EOD Process & compliance. * Built and maintained relationships with new and existing clients while providing a high level of expertise. * Achieved goals for sale of bank products and services and exceeded performance metrics for customer service. * Ensured client satisfaction throughout the credit management process. | |

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