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| **DEEPAK****KUMAR**

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|  | 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 UniversityJaipur, RJ  •  2018*Master Of Business Administration*: Financial ManagementMGS UniversityBikaner, RJ •  2015*Bachelor Of Science* : Science And Mathematics**Senior Sec. Education** RBSE , 2012 Mathematics  **Secondary** **Education**  RBSE ,2010  |

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| **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 ManagerGharsana , 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 Officer9ML & 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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