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# INDRAJEET TEWARI

## Experience:

**JUNE'2019-----cONTINUE.....**

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**HDFC BANK LTD.**

### **Role: SALES MANAGER**

1. Looking after the entire East Kolkata for Gold loan through Branch itself.
2. To prepare plans individually for effective search of sales leads & prospects along with the team.
3. To Check accurate DSR on a regular basis.
4. To do CRM on a regular basis.
5. Recruiting and managing DSA channels.
6. Supervising the daily activities of executives and maintaining daily MIS of the same.
7. To confer with credit managers to aid in resolving loan application to disbursal issues.
8. To handle customer complaints and to take appropriate action to resolve them.
9. To negotiate payment arrangements with customers who have delinquent payment track record.
10. To update job knowledge by participating in training opportunities & by maintaining personal networks.

**SEP'2017-----MAY'2019**

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**NEOGROWTH CREDIT PVT. LTD.**

### **Role: CITY/CLUSTER MANAGER**

11. Looking after the entire Kolkata for Business loan especially MCA & NOPOS.
12. To prepare action plans individually for effective search of sales leads, prospects, referrals & DSAs.
13. To maintain accurate DSR.
14. To provide timely feedback to senior management regarding sales performance of the team.
15. Recruiting and managing Referral channels.
16. Supervising the daily activities of executives and maintaining daily MIS of the same.
17. To confer with credit managers to aid in resolving loan application to disbursal issues.
18. To handle customer complaints and to take appropriate action to resolve them.

19. To negotiate payment arrangements with customers who have delinquent payment track record.
20. To update job knowledge by participating in training opportunities & by maintaining personal networks.

**MAR'2017----SEP'2017**

**BAJAJ FINSERV LTD.**

**Role: AREA SALES MANAGER**

21. Looking after the entire Kolkata for Salaried Home loan & Personal Loan.
22. To prepare action plans individually for effective search of sales leads, prospects, referrals & DSAs & tie up with reputed builders for Business.
23. To maintain accurate DRR.
24. To provide timely feedback to senior management regarding sales performance of the team.
25. Recruiting and managing Personal sales force depending on the volume of the business.
26. Supervising the daily activities of sale executives and maintaining daily MIS of the same.
27. To confer with credit managers to aid in resolving loan application to disbursement issues.
28. To handle customer complaints and to take appropriate action to resolve them.
29. To negotiate payment arrangements with customers who have delinquent payment track record.
30. To update job knowledge by participating in training opportunities & by maintaining personal network.

**SEPT <15 – FEB'2017**

**RELIGARE FINVEST LTD, KOLKATA, INDIA**

**Relationship Manager-Executive**

- Looking after the regular issues pertaining to Operations and Sales of Business loan, mortgages.
- Maintaining and handling existing client and understand their requirements.
- Convert prospects to closed sales for clients located throughout Kolkata.
- Provide close, personal client attention and tenacious follow-up to ensure best service.
- Maintaining center standards as desired in the rule book.
- Conducting cold calls to make sure all standard of excellence been maintained and doing business from open market and generate revenue.
- Handling client issues and queries by providing them high class customer service.

**MAY'11 – JUNE'15**

**ICICI BANK, KOLKATA, INDIA**

**Sr. OFFICER**

- Looking after the regular issues pertaining to Operations, Admin & HR.
- Maintaining and handling existing client and understand their requirements.
- Providing support to Operations team.
- Regular Participation in client interactions by solving the issues that they had.
- Weekly projection on how to resolve the issues to the internal client was projected through presentations.
- Responsible for daily acquisition for CASA, HOME LOAN, INSURANCE, Wealth Management Accounts etc.
- Formulation of Incentives for the PFCs.
- Active participations in daily operations.

**DEC'08- FEB'11**

**HOTEL V.I.P. INTERNATIONAL**

Front office executive

- Leading a team of 12 members.
- Regular Participation in client interactions includes Monthly Target discussion. Making quarterly and half yearly Sales projection through presentations.
- Ensuring all team-members, including self, are informed & fully understand any and every process / product / technology matters that lie in our scope of support.
- Handling escalated/ Grievance situations which cannot be resolved by front line staff.
- Improving the quality of the application on day to day basis by checking the applications every time before check-in & check-out on a regular basis.
- Performance making daily sales report.
- Providing upper and lower performance feedback and target to the team.
- Initiation and Improvement of performance enhancement plans.

**Achievements**

- Promoted as a Sr. Team Leader within 6 months of joining the organization.

**JULY'05 – OCT'08**

Was associated with family business.

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**Education**

2001– 2005     Institute of Hotel Management     Kolkata, West Bengal

1998 – 2000	XIIth from CBSE	Kolkata, West Bengal
1998	Xth from WBBSE	Kolkata, West Bengal

### Technical Qualifications

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Proficient in Computers, Microsoft Office and Internet.

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<b>Professional Training</b>	:	Diploma in <b>Travel and Tourism Management</b> from <b>B.I.L.A.M.S.</b> , Kolkata., West Bengal.
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### Interests

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Keep updated on current Business and Economic affairs, computing in all forms, along with good communication & interpersonal skills.

Music and Movies.

### Extra Curricular Activities

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Played Cricket, School Level Under 16 CAB.  
Martial Arts (Karate) Brown belt.

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### Personal Details

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Father's name: Lt.Surendra Nath Tewari  
Date of Birth: November10th 1981  
Nationality: Indian  
Religion: Hindu  
Sex: Male  
Passport: Yes  
Passport Number: M2023227.