

Aim to work in a challenging work environment where I can utilize my expertise, towards the development and implementation of new ideas, contributing to the growth of the organization, and be a successful Team Player by sheer hard work and self-belief and where can utilize my experience & expertise for my development and also for successful contribution for the organization.

PROFILE SUMMARY

- Have more than 15 years of experience in Sales & Business Development of Banking and Financial products and services.
- Expertise in B2B & B2C, Corporate Sales and business development, Client relationship management, team management and training and product promotion, channel sales management, and business channel development.
- Having expertise in Corporate Sales and Business development, product presentation, and promotion.
- Customer Relationship Management, customer service, and customer retention.
- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
- Having knowledge of CRM Salesforce.
- USED Car dealership handling, training & development of dealership team, arranging promotional activities and events.
- DSA & Business channel development for LAP & Mortgage loan, sourcing and guiding them for updated product and services, arranging product promotion and training for business development.
- Having a basic knowledge of SAP Sales & Business processes.
- Recruitment, training and resource development & deployment.
- Product and services presentation and distribution channel management, training and development, recruitment process handling, arranging events and corporate presentations.
- Business channel and third party vendor management, drive business through them.
- SAP certification in the pre-sales process.
- Project coordination & Project management skills.
- Corporate communication and coordination.
- Corporate channel management.
- Budgeting and negotiation skills for projects.
- Market evaluation, promotional event activities and B2B & B2C presentations.

PERSONAL TRAITS

- ❖ A keen communicator with strong analytical, presentation, client relationship, and problem-solving skills, customer complain & escalation handling.
- ❖ Ability to learn new Technologies/Tools & concept and work on them with minimal guidance.
- ❖ Business strategy implementations.
- ❖ Ability to learn and quick implementation of new business processes and strategies.

KEY SKILL SETS & EXPERTISE

- ✓ Expertise in Sales and business development.
- ✓ Client relationship management, team management and training and product promotion, and channel sales management.
- ✓ New business strategies implementation and Relationship management, business channel management, and development.
- ✓ Requirement gathering and analysis.
- ✓ On-time solution and service provision.
- ✓ Implementation of new strategies and processes.
- ✓ Recruitment process, training, and skill development of employees.
- ✓ Channel sales management and business channel development.
- ✓ Organizing product promotional activities.
- ✓ Corporate communication, Corporate channel management.
- ✓ Product promotion, and promotional event management.
- ✓ Corporate product presentation, and corporate event management.

PRESENT PROFILE :

BM SOLUTIONS(www.bmsolutions.co.in)

IT Project management & Consulting, Remote or onsite project support,B2B Software development and IT support and solutions providing, web development,Digital marketing, Chat bot support and solutions for business process, Man power resourcing and onsite deployment, pay roll management.

Role: Business Development & pre-sales Consultant(Sept 2021-till date)

- ❖ Project requirement gathering, co ordination with technical and functional consultant, providing on time solutions.
- ❖ B2B presentations about service offerings,for new Corporate client acquisition, client requirement and budget analysis.
- ❖ Corporate Customer relationship management,TAT based solution providing.
- ❖ Corporate IT project Management, project scope analysis, requirement based remote or onsite support providing.
- ❖ Remote or onsite manpower deployment as per project based requirement.
- ❖ Corporate client retention and relationship management,analysis about new business opportunities as per requirement.
- ❖ B2B & Corporate pre sales consulting and presentations about services offering, for new business and revenue generation for the company.

ICICI BANK LTD(April 2016-Sept 2021)

Role: RELATIONSHIP MANAGER (secured and unsecured loans & Credit Cards).

PRODUCTS: Personal loans, Mortgage loans, Car loans, Credit cards, Gold loans, life and general Insurance,Equity,FD,SIP and other investment products, savings & Current Accounts.

Roles & Responsibilities:

- Handling team of Sales executives, on- roll officers & Tele Caller's provide team guidance and drive towards assigned targets.
- Performance review and also provide motivational skill development and product training
- Handle assigned Branch channels and provide product presentations to clients and companies.
- Handle branch sales team, updated product & knowledge-based training for the Branch team, and provide customer relationship services.
- Channel sales management and business channel development, dealership & vendor management.
- Organizing product promotional activities, events with Branch and business channels.
- Existing customer relationship management and serving them with cross-selling of other products as per need.
- Collection portfolio handling, Coordination with branches and business channels and collection agencies for TAT based collection process.

Achievement in present Profile:

Pan India contest winner for Master Card Champions League Contest FY 2017-2018 from Kolkata Zone & felicitated by GM and SGM Master Card.

HDB FINANCIAL SERVICES (JULY 2015- April 2016) SALES MANAGER

PRODUCTS:

Secured and unsecured loans, mortgage loans, gold loans,Used Car Loan & credit cards and insurance.

Roles & Responsibilities:

- Handling a Team of sales executives and sales officers to guide, develop, and drive toward success and assigned targets.
- Performance review and also provide motivational skill development based and product training
- Handle assigned Branches and provide the product presentation to clients and the company.
- Handle and develop the branch sales team, update product-based knowledge, and training for the team.
- Team management,recruitment,training and development of branch and business channels.
- Collection portfolio handling through branch sales team,business channels and agencies.
- Assigned customer relationship services, need analysis, and cross-selling of other products.
- Channel sales management and business channel development.
- Organizing product promotional activities and events with business partners and channels.
- Corporate communication, Corporate channel management.
- Product promotion, and promotional event management.
- Corporate product presentation, and corporate event management

PNB MetLife India Insurance Company Limited (Jan 2015- July 2015) SENIOR SALES MANAGER (AGENCY)

PRODUCTS: Life Insurance.

Roles & Responsibilities:

- Prospecting and selecting Advisors from their own reference market.
- New client acquisition and client servicing and client relationship management.
- Relationship manager's team handling.
- Selecting candidates from successful and professional segments per the location and profile.

Guinness Insurance Broking (August 2014- Jan 2015) CLUSTER MANAGER

PRODUCTS : Life and non-life Insurance, Educational products, credit cards, Personal & Business loans.

My responsibilities here are:

- Handling team of Sales Managers, Relationship Managers, Team leaders, and TSOs.
- Team handling, coordination between team members, Motivating business channel and team to achieve the organizational goal and business target.
- Business channel and Franchisees development and handling.

Max Bupa Health Insurance (Sep 2013-August 2014): AGENCY MANAGER

PRODUCTS: Health Insurance.

My responsibilities here are:

- Prospecting, selecting, and recruiting Advisors from their own reference market.
- New client acquisition, client servicing, and client relationship management.
- New client acquisition and client servicing & generating leads for the company by making cold calls.
- Handling referral channels and DSA's, and assigned DST team handling.

ING LIFE INSURANCE COMPANY LTD. (Nov 2009- Sep 2013) SALES M A N A G E R

PRODUCTS: Life Insurance

Roles & Responsibilities:

- Prospecting and selecting Advisors from their own reference market.
- New client acquisition and client servicing and client relationship management.
- Relationship manager's team handling.
- Selecting candidates from successful and professional segments per the location and profile.

INDIA BULLS SECURITIES LTD. (JULY2007-OCT2009): RELA TIO N S H I P M A N A G E R

PRODUCTS: Equity, Commodity, Currency, Mutual Fund, Bond, SIP, IPO, NFO, Life and **general Insurance.**

My responsibilities here are;

- New client acquisition and client activation with proper service, and generating revenue for the company.
- Cross-selling products (Insurance and Mutual fund).
- BDE and Telesales team handling.
- Doing performance reviews and planning for each and every month with the sales team and Setting their individual goals for the month.

STANDARD CHARTERED FINANCE LIMITED (2006 DEC-2007 JULY) SALES OFF ICER

PRODUCTS: Business & Personal loans, Credit Cards.

My responsibilities here are;

- New client acquisition, client servicing, and client relationship management.
- New client acquisition and client servicing & generating leads for the company by making cold calls.
- Handling referral channels and DSA's, and assigned DST team handling.
- Business Channel development and channel sales management.
- Product training and presentation.

CENTURION BANK OF PUNJAB LTD (DEC 2005-Dec 2006) UNIVERSAL BANKING OFFICER

PRODUCTS: Credit Cards, Savings & Current A/C, Two-wheelers and Car Loans, Personal & Business Loans, and Insurance. My responsibilities here are;

- Responsible for the Sales targets
- Develop and Execute Promotional activities and sales calls.
- Direct selling to clients as per their needs as per the Bank's range of products.
- New client acquisition, client servicing, and client relationship management.
- New client acquisition and client servicing & generating leads for the company by making cold calls.
- Handling referral channels and DSA and assigned DST team and tele-calling unit handling.
- Business Channel development and channel sales management, Product presentation and training to DSA and sales team.

ACADEMIC DETAILS

PROFESSIONAL

QUALIFICATION:

SAP: SALES AND DISTRIBUTION FUNCTIONAL MODULE.

- ❖ Knowledge about business processes.
- ❖ Core Sales process.
- ❖ Having knowledge of basic configurations.
- ❖ Having certification SAP PRESALES Process.

Computer Knowledge:

Windows Basics, MS Office, CRM.LMS.

Academic qualification:

B.COM Graduate,

Calcutta University, Year of passing:2005, College: Bangabasi College Commerce

Language is known: Bengali, English & Hindi

Hobbies: Listening to Music, reading novels, cricket, traveling, and making new friends.

Personal details:

Date of birth: 28/05/1984

Father's name: Mr. Mihir Mukherjee

Sex: Male

Marital status: married.

Religion: Hindu

Place: Kolkata, West Bengal

SIGNATURE: