

Gajendra Singh

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Seek a challenging assignment with an organisation of repute with higher responsibilities and wider exposure.

Career Synopsis

- ☐ A professional with more than 13 years of experience and exposure to a wide spectrum of functions in back office operations, administration and customer management.
- ☐ Presently with Icici Bank TwoWheeler Finance, as Team Leader.
- ☐ Adept in providing support and services to stakeholders within a dynamic business environment.
- ☐ A driven individual committed to achieving targets on the basis of high performance.
- ☐ Possess a pleasing personality and ability to relate with people at all levels.
- ☐ Adept in people management with strong communication, interpersonal and team work skills.
- ☐ Excellent ability to grasp new things and talent of coordinating them towards the goal.
- ☐ Extensive knowledge in process management and personnel management.
- ☐ In-depth understanding, judgment, and decision-making abilities.

Competencies & Skills

Operations management
Communication & interpersonal skills

Customer relationship
People Management

Administration
Logical & analytical skills

Employment Profile

Surjeet Bajaj
Sales Manager

Oct 2021 To Till Date

ICICI BANK LTD.
TEAM LEADER

FEB 2018 31 July 2021

INDUSIND BANK LTD
FINANCE EXECUTIVE

SEP 2012To FEB 2018

Jai Vinayak Build Corp Ltd
Branch Manager

FEB 2009 To Aug 2012

Key Performance Areas

Operations & Process Management

- ☐ Taking care of the back office operations in order to maintain the efficiency and effectiveness.
- ☐ Driving the process operations and monitoring them, enriching team process knowledge in order to achieve high levels of customer satisfaction.
- ☐ Performing activities such as managing the accounts, credits, submitting transactions and reconciling.
- ☐ Identifying potential process improvements to ensure achievement of branch performance targets.
- ☐ Monitoring branch activities to ensure compliance with all applicable regulations.
- ☐ Ensuring adherence to established customer interaction standards for every transaction.
- ☐ Coordinating with internal departments for smooth execution of processes.
- ☐ Preparing all the weekly/monthly MIS reports.

Administration

- ☐ Coordinating with other departments for providing support to the customer for smooth billing.
- ☐ Creating a good working culture among employees.
- ☐ Monitor business ethics and code of conduct amongst the team.
- ☐ Overseeing preparation of proposals, strategic planning, financing options, commercial terms and product information.
- ☐ Assisting team members in commercial/technical discussion & negotiations.

Customer Relationship Management

- ☐ Managing relationship with clients by providing timely support and assistance.
- ☐ Ensuring customer satisfaction and managing escalations by resolving issues within service norms & deadlines.

- ☐ Handling customer enquiries and queries regarding, transaction statements, balance confirmation and issuance of certificate. ☐
- ☐ Keeping clients updated on products and services offered by the company. ☐

Team Management

- ☐ Leading & mentoring team members on work-flow processes. ☐
- ☐ Contributing towards team building and knowledge management. ☐

Education

Qualification	Institute	University/Board	Year	% age
B Com - Taxation	SLP College, Gwalior	Jiwaji University, Gwalior	2003	52
Higher Secondary School	Government Boys School, Gwalior	M P Board	2000	50
Senior Secondary	Government Boys School, Gwalior	M P Board	1998	53

Computer Skills

- ☐ Completed Diploma in Computer Application ☐
- ☐ Proficient in MS Office applications and the Internet. ☐

Personal Details

- ☐ Date of Birth: 30th June 1982 ☐
- ☐ Languages Known: English and Hindi. ☐
- ☐ Hobbies: Playing cricket, Badminton and Reading News & Books. ☐

Name Gajendra singh.....

Date

Place