

Jitendra Neman

Sales Service Manager - Mashreq Bank

Mumbai, Maharashtra
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WORK EXPERIENCE

Sales Service Manager

Mashreq Bank - May 2015 to Present

To provide MashreqBank customer's financial services which exceed the customer's expectations by delivering an unbiased, competent, timely and problem free service.

- Be imaginative and creative in the delivery of customer service.
- Profile each and every customer met to understand their needs.
- Customer retention.
- Improve on service levels at the branches. Take ownership of customer complaint resolution. Report indicators, set by CSQ accurately at the required frequency.
- Be a team player and contribute to achievement of goals based on the Key Performance Indicators, in the Branch. Also to support and coach new staff to make easier their assimilation in the MB family.
- Provide constructive and constant feedback on improvement of: products, services, processes which may either reduce cycle time or costs or enhance customer satisfaction.
- Adhere to Branch process and report deviations to the Branch Manager, which should finally lead to an acceptable Branch Audit rating.
- Minimizing customer attrition.
- Customer acquisition through sales to walk-ins and through tracking the activities viz. Contacts to Appointments kept and Appointment kept to Sales.
- Increasing share of wallets of high risk customers to prevent an easy exit.
- Meeting with the set service standards (indicators and surveys).
- Ownership of customer complaints.
- Implementation of the CHAP - Complaint Handling and Analysis Process.
- Reduction of PIR
- Contribute towards acceptable audit rating for the Branch

Relationship Manager

Standard Chartered Bank - January 2014 to February 2015

Premium Banking)

- * Acquisition of HNI Customers for CASA and generating leads for all the other banking Products.
- * Cross- Sell of third party products like Insurance, Mutual fund and equity.
- * Working in co-ordination with the branch to increase the wallet share and the book of the branch.
- * Plan and manage Micro events for generating leads and indentifying Target customers.
- * Deepening Clients Relationship with the bank.

ACHIEVEMENTS

- * Consistently delivered the M-O-M Priority and preferred Accounts no of 4 relationships.
- * Award as a Performer in first month itself for Priority week contest (Highest priority accounts in week).
- * Achieved 160% of my target till date.

- * Awarded as a star performer for the year 2014
- * Biggest achievement in one month Acquired 5 Priority accounts, cross sold 1 cr finance against shares, five 3 in1 demat accounts, twelve credit cards and two NDPMS of 25 lakh.

Wealth Relationship Manager

HSBC InvestDirect Securities (India) Ltd - June 2008 to October 2013

Instrumental in identifying prospective business, establishing partnerships, alliances, generating business and increased sales growth.

- * Acquiring 3-in-1 HSBC Premier accounts (Premier bank account, Trading and Demat) under the premier channel of wealth & broking.
- * Proactively manage the client base to increase penetration of wealth management.
- * Involved in managing of customer profile in respect of Investment & Accounts.
- * Facilitated expansion of Business Module by promoting Franchisee and Remisers and Introducing Sub Brokers.
- * Consistently meet and exceed revenue targets as define by head office: actively soliciting the various retail broking, funding and mortgage products.
- * Consistently achieving & exceeding sales targets on 3 in1 premier accounts (Premier bank account, Trading and Demat) and wealth products, such as Mutual funds, PMS, Insurance & Structured products.
- * Managed and reviewed portfolio endorsing the research and information about the market in domestic equities, government stocks and securities and micro-economic environment.
- * Execute marketing events and promotions to generate business, to roll out new initiatives with regard to new products, new sales ideas etc.
- * Provided leads for potential home loan cases.
- * Understanding of the stock market and financial market both fundamentally and technically.

ACHIEVEMENTS

- * Consistently delivered the M-O-M Premier 3 in 1 Accounts no of 3 relationships for the year 2013.
- * Awarded as star performer for 3 ka tadka contest (Investments Maha Login Day) in FEB 2012.
- * Star Performer Award - 2010 - Relationship Manager category.
- * Promoted as an acting Branch Manager for period of three months from 2010 during which I have successfully overseen the entire branch operations and have been appreciated for driving and achieving revenue and acquisition targets for the branch.
- * Contributed to 60% of the branch income which helped the branch to attain no. 3 at Pan India level in 2008 and 2009.
- * Generating a large amount of interest income from funding products such as Margin funding, Loan against shares, Mutual funds and Ipo funding.
- * Work well as team member or independently.

Sales Manager

INDIABULLS SECURITIES LTD - January 2006 to May 2008

Promoted as a Sales Manager in MONTH 07 for my performance.

- * Understanding of the stock market and financial market both fundamentally and technically.
- * Maintain Strong Customer Relationships, sourcing new business and developing marketing ideas, while creating a sense of teamwork.
- * Involved in managing a portfolio of customers - Investment and Equity broking relationship.
- * Facilitated expansion of Business Module by promoting Franchisee and Remisers.
- * Consistently meet and exceed revenue targets.

Insurance Advisor

TATA AIG LIFE INSURANCE CO LTD - August 2004 to December 2005

Involved in selling all TATA AIG Life Insurance products.

- * Involved in managing of customer profile in respect of Insurance policies.

- * Maintaining excellent relations with clients to generate avenues for further business.

ACADEMI

EDUCATION

B.Com in Financial Management

Dalmia College, University of Mumbai - Mumbai, Maharashtra

HSC

Dalmia College Of Commerce, University of Mumbai - Mumbai, Maharashtra

ADDITIONAL INFORMATION

AREAS OF EXPERTISE

Business Development

- * Identifying and networking with prospective clients; generating business from existing accounts and achieving profitability and increased sales growth.

- * Analysing marketing trends and tracking competitors' activities and providing valuable inputs for product enhancement and fine tuning sales & marketing strategies.

- * Conceptualising & implementing services plans / policies for the organisation, ensuring accomplishment of business goals.

Client Relationship Management

- * Maintaining cordial relations with customers to sustain the profitability of the business.

- * Building & maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norm.

- * Responsible for resolving customer complaints on performance bottlenecks.

Team Management

- * Creating an environment that sustains and encourages high performance; motivates teams in optimising their contribution levels.

- * Coordinating activities for the identification of training needs of employees for upgrading their technical skills.