



—○ AMAN SACHDEVA ○—
MANAGER, CORPORATE BANKING OPERATIONS

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New Delhi, India

PROFILE

Experienced Corporate Banking Operations with over 9 years of experience in Banking and Customer Services. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

EXPERIENCE

General Corporate Banking Operations, Manager (Apr 2019 to Oct 2019)

IndusInd Bank Ltd, Delhi

- Met deadlines by proactively managing individual and team tasks and implementing transaction processes.
- Handling Wholesale Banking Operations and bulk transactions authorization like RTGS/ NEFT maximum size of 1000 Crores.
- Consulted with representatives of regulatory agencies to complete accurate filings and uphold strict compliance.
- Handling account modifications required by companies and deferral clearing.
- Coordination with customers to assure their requirements and met well with the Turnaround time (TAT).
- Coordination with branches/ NOC and regular follow up till call closes.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches.
- Resolved escalated customer issues and boosted retention.
- Entered data into financial system, implementing tight safeguards to secure financial and personal information.
- Coordinated all companies, business executives and site leadership teams by interacting effectively and establishing communication best practices.

- Managed internal operational standards and productivity targets.
- Increased operational efficiency by developing improved filing systems for confidential client records and reports.
- Performed customer needs assessments and coordinated resolutions with supply chain and quality teams.

Corporate Banking Operations, Assistant Manager (Jun 2017 to Apr 2019)

YES Bank Ltd, Delhi

- Establishing relation with Relationship managers (referred to as Corporate Companies) with the bank for General Banking Operations and transactions like RTGS/ NEFT/ Fund Transfer.
- Account modifications required by companies and deferral clearing including update of basic and advanced company profile.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Coordination with other bank Branches and regular follow up till call closes like DD issuance, cancellation and Stop payments.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Responded to customer concerns, working with manager to raise customer satisfaction.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Kept work areas clean, organized and safe to promote efficiency and team safety.
- Maintained positive customer relationships by responding quickly to customer service inquiries.

Corporate Banking Operations, Deputy Manager (May 2016 to June 2017)

HDFC Bank Ltd, Noida

- Core activities include managing day to day functions for smooth function on a desk.
- Adaptation and implementation of various tools and methodologies for deriving analytical figures in terms of client behavior and preferences.

- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues and promote brand loyalty.
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency.
- Eliminated functional bottlenecks by streamlining communication channels between management and employees.
- Functioned as point of contact for project administrators and managers focused on timely and successful completion of full lifecycles of assigned projects.
- Maintained, documented and presented progress reports to leaders.
- Liaised with team members, stakeholders and vendors to coordinate activities, provisioning, environment setup, risk mitigation and follow-up.
- Handling backend operations and servicing of corporate clients through e-mails and calls.
- Issuance of balance confirmation certificates of current accounts, fixed deposits and other outstanding on month end, quarter end and annual closing in coordination with auditors.
- MIS preparation of each activity and debiting charges as per bank norms.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.

Corporate Banking Operations, Officer Processing (March 2011 to May 2016)

ADFC Pvt Ltd, Noida

- Maintained understanding of current banking guidelines.
- Coordinated with Central Processing Team to clear exceptions.
- Processed both manual and digital transactions in line with established policies.
- Verified technical specifications and information details before processing paperwork.
- Accurately inputted all corporate information into company's computer system using core banking system.
- Posted payments to accounts and maintained records.
- Met deadlines by proactively managing individual and team tasks and implementing bank's processes.

- Determined appropriateness of payers to protect organization and minimize risk.
- Protected company assets with strategic risk management approaches.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches.
- Resolved escalated customer issues.
- Handling backend operations and servicing of corporate clients through e-mails and calls.
- Adaptation and implementation of various tools and methodologies for deriving analytical figures in terms of client behavior and preferences.
- Issuance of balance confirmation certificates of current accounts, fixed deposits and other outstanding on month end, quarter end and annual closing in coordination with auditors.
- MIS preparation of each activity and debiting charges as per bank norms.

Advertisement Booking Agent, Times Classifieds (July 2006 to Jan 2008)

Magus Customer Dialog Pvt Ltd, Delhi

- To book and design advertisements through calls as per the requirements of the clients in different advertisement sections.
- To handle the queries and complaints related to digital advertisements.
- To handle escalations at the time of ad's printing.
- Payment collections through executives and follow up till cash collection.
- To coordinate with the head office of TOI, India in case of exceptional advertisement case.
- Educate clients for better packages of ad's to accelerate company profit.
- Uncovered and resolved strategic and tactical issues impacting sales management and business operations.

**Customer Care Executive, Tata Indicom Network
(Sep 2005 to Jul 2006)**

Orient Dialog Pvt Ltd, Delhi

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Ability to do work balancing client satisfaction and business benefits to organization.
- Monitored phone, fax and electronic database systems for incoming customer inquiries.
- Responded to customer inquiries and concerns within set deadlines.
- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- To resolve escalated matters with full dedication and customer satisfaction.
- Described and explained details about product over call/email to inform customers and guide purchasing decisions.
- Kept accurate records of all customer interactions and transactions.
- Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Listened to customers' questions and concerns to provide answers or responses.
- Communicated with accounting department to resolve credit and billing issues.
- Defused customer concerns with exceptional conflict and problem resolution skills.
- Professionally answered 300+ calls daily for Tata Indicom Telecom Services.
- Organized customer information and account data for business planning and customer service purposes.

SKILLS

- Organizational Skills
- Quality Management
- Customer A/C management
- Customer Complaint Resolution
- Problem Solving Abilities
- Operations Management

EDUCATION

Year 2002

Secondary Education (X), General Studies
Central Board of Secondary Education, Delhi

Year 2004

Senior Secondary (XII), Commerce
Central Board of Secondary Education, Delhi

Year 2008

Bachelors, Mass Communication
Guru Jambheshwar University of Science & Technology, Hisar
(Haryana)