



📍 New Delhi, India 110062

📞 +919716045613

✉️ dvarma121@gmail.com

SUMMARY

LiveCareer

SKILLS

- Business development
- Relationship building and management
- Revenue growth strategies
- Extensive product knowledge
- Financial planning
- Insurance decisions
- Team handling
- Detail Oriented
- Problem solving
- Adaptability
- Quick Learning
- Time management
- Team building
- Collaboration
- Emotional intelligence
- Data oriented
- Communication
- Quality control
- Employee performance review
- Team development strategy

Deepak Varma

ACCOMPLISHMENTS

- Streamlined workflow by consolidating lengthy processes and redundant documentation which resulted in more effective and timely completion of [Action].
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LANGUAGES

Hindi: C2, English: B2 Upper intermediate

EXPERIENCE

April 2024 - Current

Relationship Manager ICICI Bank Ltd | New Delhi, India

- Leading a team of 10 members which includes executives and co-ordinators and providing guidance, training and support to ensure adherence to regulatory requirements and company policies
- Maintaining daily basis reports, regularly review and update the data in the MIS to ensure it is accurate and relevant
- Gather raw data from various departments to ensure the smooth process
- Doing the customer due diligence and checking proper KYC backgrounds to control risks before providing services from organisation
- Addressed and resolved customer complaints in efficient, effective and timely manner
- Scheduled, arranged and attended meetings with customers to maintain trusting and long-lasting relationships
- Built strong and positive relationships with customers by staying polite and helpful throughout interactions
- Boosted client satisfaction by monitoring and continuously improving service delivery
- Managed high-risk accounts, deploying strategies that minimised losses and preserved client relationships
- Conducted due diligence on potential clients to assess creditworthiness and align services with their financial goals
- Coordinated with cross-functional teams to develop and implement tailored solutions for complex client needs
- Resolved complex client issues promptly, maintaining trust and preventing attrition
- Prepared and delivered presentations to senior management on client portfolio performance and growth opportunities
- Shared comprehensive product knowledge and drove revenue through consultative sales approach
- Checking all the risk factors, from basic KYC to financial documents and all required parameters before sanctioning the funds to customer
- Advised and implemented appropriate insurance cover for clients
- Assessed clients financial status, objectives and risk tolerance to devise customised risk policy
- Engaging with channel partners/vendors for sourcing quality business from market as per organisation needs

August 2017 - March 2024

Senior Sales Executive Yes Bank Ltd | New Delhi, India

- Company Overview: [Me-in tech edge solutions]
- Improved profitability and developed pipeline by utilising multiple marketing channels and sales strategies
- Shared comprehensive brand and product knowledge to maximise sales
- Developed compelling presentations to communicate product quality
- Grew brand awareness by increasing market penetration
- Led a team of sales professionals, providing training and mentorship to enhance performance
- Delivered presentations to potential clients, showcasing products and services to drive sales
- Coordinated with the finance department to manage budgets, pricing strategies, and cost control measures
- Analysed market trends and competitor activity to identify new sales opportunities and areas for expansion
- Provided training and mentorship to new sales staff, sharing knowledge and best practices to enhance team performance
- Applied processes and systems with proven results to increase customer satisfaction
- Monitored competitor activity and market trends to inform strategic planning and maintain competitive edge

HOBBIES AND INTERESTS

Traveling, Fitness, Music, Tattoo, Sports, Cooking

EDUCATION AND TRAINING

December 2016

Bachelor of commerce | Finance and management

Delhi University, New Delhi

May 2011

Higher secondary school | Commerce

SHKSBV, New Delhi

May 2009

10th

GBSS, New Delhi

LANGUAGES

Hindi: First Language

English:

B2

Upper Intermediate