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

## 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

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## HOBBIES AND INTERESTS

Traveling, Fitness, Music, Tattoo, Sports, Cooking

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## EDUCATION AND TRAINING

December 2016

**Bachelor of commerce | Finance and management**  
Delhi University, New Delhi

May 2011

**Higher secondary school | Commerce**  
SHIKSBV, New Delhi

May 2009

**10th**  
GBSS, New Delhi

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## LANGUAGES

**Hindi:** First Language

**English:**  B2

Upper Intermediate