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Address

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EDUCATION

POST GRADUATE DIPLOAMA IN MARKETING MANAGEMENT, MIT SCHOOL OF DISTANCE EDUCATION PUNE • JAN 2024

BACHELOR OF COMMERCE IN GENERAL, P.K ROY MEMORIAL DHANBAD JHARKHAND, B.B.M.K UNIVERSITY, • OCT 2020

INTERMIDIATE IN COMMERCE, SSLNT DHANBAD JHARKHAND• JAC, MAY 2017

MATRICULATION, DHANBAD VIKASH VIDHYALAYA DHANBAD JHARKHAND, CBSE• MAY 2015

KEY SKILLS

Team leadership
Branch Operations
Client relation
KYC and OVD verification
Cross selling techniques

PROFILE

Competent Manager with strong consultative transactions skills. Adept at leading teams to achieve outstanding performance and drive productivity toward organizational goals. Known for dedication and consistently exceeding targets to drive revenue growth. Seeking to leverage skills and expertise to maximize revenue in a role with a growing organization.

WORK EXPERIENCE

BRANCH SALES MANAGER • JAN 2025 --- JUL 2025

INDOSTAR CAPITAL FINANCE LIMITED, Dhanbad Jharkhand

- Managing transactions of pre-owned small, light commercial vehicles and private vehicles by verifying their KYC and official valid documents and after conducting a thorough due diligence and investigation.
- Establishing and maintaining new alliances to enhance competitive advantage.
- Improving EMI collections to maintain a stellar portfolio.
- Coordinating the procurement of post-disbursement documentation with RTO suppliers.
- Resolving customer grievances to uphold service quality standards.
- Emphasizing task prioritization and organization to effectively achieve targets and service objectives.

BRANCH SALES MANAGER • JAN 2023 --- JAN 2025

TATA MOTORS FINANCE LIMITED, Dhanbad Jharkhand

- Managed transactions of pre-owned commercial vehicles by conducting customer due diligence, verifying KYCs and other related investigation while enhancing EMI collections to maintain a strong portfolio.
- Developed and nurtured partnerships to improve competitive positioning and coordinated post-disbursement documentation with RTO vendors.
- Boosted deals and branch profitability by integrating cross-sell strategies for product and life insurance attachments and designing effective plans.
- Conducted regular performance evaluations of the team to ensure consistent achievement of targets and maintained high service quality by addressing customer complaints. Prioritized and streamlined tasks to achieve operational efficiency.

PERSONAL DETAILS

DATE OF BIRTH: 21- 11- 1999
FATHER NAME: VIJAY GUPTA
GENDER: FEMALE
MARITAL STATUS:
UNMARRIED

SALES COORDINATOR • NOV 2019 --- JAN 2023

INTELLECT SUPPORT SERVICES PRIVATE LIMITED, Dhanbad Jharkhand

- Managed logins, approvals and disbursement process of pre-owned commercial vehicles loan sanctions.
- Oversaw Direct Selling Associates (DSAs) and business development activities.
- Provided administrative support to the retail team by organizing meetings, crafting presentations, and managing email communication.
- Maintained accurate contact information for all potential clients in the branch database.
- Executed lead-generation activities through cold calls, networking events, referrals, and diverse techniques.
- Collaborated with retail, credit, and operations teams to ensure successful target execution.

CUSTOMER RELATIONSHIP EXECUTIVE • JAN 2018 --- OCT 2019

ROYAL ENFIELD—THUNDER MOTORS PRIVATE LIMITED, Dhanbad Jharkhand

- Streamlined processes from lead punching, bookings to tax invoice generation.
- Analyzed customer feedback on retails and presented findings on issues and achievements to senior management.
- Managed new and renewal insurance processes as well as registration processes.
- Collaborated with marketing, retail, finance, and operations departments to implement CRM initiatives.
- Executed indent punching processes effectively.
- Handled inbound customer calls, emails, and online queries efficiently.

ACHIEVEMENTS

- ◆ Earned accolade of Best Performer Branch Sales Manager during FY23-24 due to exceptional disbursal performance.
- ◆ Demonstrated commendable success as Sales Coordinator and earned promotion to Branch Sales Manager in the fiscal year 2022-2023.
- ◆ Received acknowledgment for exemplary support during HDFC Life attachment in FY22-23.