

SURENDER KUMAR

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Surender Kumar

Vpo. Katesra

Rohtak. Haryana 124113

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03/08/2023

Dear sir

I am writing to express my strong interest in the [Relationship Manager/Sales Manager] position at [Bank Name]. With my educational background of an MBA in Marketing and Operations and [11 months] of experience in the banking sector, I believe I possess the skills and drive to make a valuable contribution to your esteemed institution.

During my tenure at [Previous



CONTACT



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OBJECTIVE

Highly motivated and results-oriented professional with a strong educational background in Marketing and Operations, as well as valuable experience in sales. Seeking a challenging position in the FMCG industry where I can leverage my skills and knowledge to contribute to the growth and success of a dynamic organization.

EXPERIENCE

19/12/21 - 19/05/22

HDFC BANK

Sales officer

- *Successfully promoted and sold a wide range of financial products and services to individual customers.;
- *Built and maintained strong customer relationships, resulting in increased sales and customer retention.;
- *Achieved and exceeded sales targets consistently, consistently ranking among the top performers in the team.;
- *Collaborated with cross-functional teams to address customer inquiries and provide effective solutions.;

24/05/22 - 5/09/22

ICICI Bank

Gold loan officer

- *Demonstrated expertise in promoting and selling gold loan products to customers.;
- * Conducted market research to identify potential customers and develop effective sales strategies.;
- * Managed a portfolio of clients, ensuring excellent customer service and satisfaction.
- * Collaborated with internal teams to streamline processes and enhance the overall customer experience.

20 July 2023 - 30

August 2023

Bajaj finsar

Inter

- Successfully promoted and sold a wide range of financial products and services to individual customers.;
- *Built and maintained strong customer relationships, resulting in increased sales and customer retention.;
- *Achieved and exceeded sales targets consistently, consistently ranking among the top performers in the team.;

EDUCATION

2014

Kendriya vidyalaya

10 th

2016

Kendriya vidyalaya

12th

2019 | **Punjab University**

Bachelor of Arts

History and political science

2022-2024 | **Army institute of management and technology**

Master of business administration

Marketing and operations

SKILLS

*Basic knowledge Power Bi ; *Digital marketing ; *Microsoft office ; *Strong knowledge of marketing principles and strategies, ; *• Proficient in sales techniques, customer relationship management, and business development.; *• Excellent communication and interpersonal skills, fostering positive relationships with clients and colleagues.; *• Proactive and results-driven approach, consistently achieving

PROJECTS

Research project

*research on study of online grocery website in NCR usage and trust among consumers;

*Business plan in college ;

NPTEL CERTIFICATE FROM (IIT MADRAS)

Business to Business marketing (B2B)

Knowledge about b2b marketing

It's firm

NPTEL CERTIFICATE FROM (IIT HYDERABAD)

Organization behaviour related to any organisation

ACHIEVEMENTS & AWARDS

As gold loan officer achieve 80 % sales per month Achieve award for sale in gold loan
Achievement in Lead generation Achieve gold medal in army attachment camp NCC
"C" Certificate with "A" grade

LANGUAGES

Read= English. Hindi. Punjabi Write = English. Hindi