

RUPAM SAMANTA

Developer

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LINKS

- <https://www.facebook.com/wincastags/login/?hl=en>

PROFILE

Dedicated banking professional with proven expertise as a regional head in branch banking. Skilled in driving operational efficiency, enhancing customer relationships, and achieving revenue targets. Successful track record of leading teams to deliver exceptional service and exceed business goals. Strong analytical abilities and strategic mindset to optimize branch performance and foster growth within the financial sector.

EMPLOYMENT HISTORY

Banking Associate, SBI

September 2014 - August 2016, Kolkata , India

- Spearheaded the implementation of a customer relationship management system, boosting client satisfaction ratings by 15%. Introduced a new financial literacy program for low-income communities, resulting in a 20% increase in savings account openings. Trained and mentored new team members on effective cross-selling techniques to drive revenue growth.
- Led a high-performing team in achieving quarterly sales targets consistently for two years, exceeding branch goals by 25%. Innovated a streamlined loan application process, reducing processing time by 30%. Conducted in-depth financial counseling sessions for clients, resulting in improved debt management and increased savings rates.

SKILLS

- Customer service
- Financial analysis
- Risk management
- Sales skills
- Relationship management
- Team leadership

HOBBIES

- Hiking
- Photography
- Cooking

LANGUAGES

- Bengali
- English

EDUCATION

Bachelor of Commerce (BCom) in Accounts, NBPCM

June 2018, Madhyamgram , India

Higher Secondary in Commerce, Madhyamgram APC Boys

January 2014, Madhyamgram , India

ACHIEVEMENTS

- Financial Risk Manager (FRM)
- Certified Risk Professional (CRP)

CERTIFICATE

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- Financial Risk Manager (FRM)
- Certified Risk Professional (CRP)
- Certified Anti-Money Laundering Specialist (CAMS)