

KULJYOTI KUMAR SINGH

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🔪 Skills

Customer Relationship Management
Sales Target Achievement
Cross selling and Portfolio Management
Customer Due Diligence
Financial Analysis and Data Analytics
Conflict Resolution and Problem Solving

🗣 Languages

English Hindi

🎯 Objective

Dynamic and goal-oriented Relationship Manager with over 2.7 years of experience in managing high-value portfolios and driving customer satisfaction in the banking sector. Proven track record of exceeding sales targets by 120% and increasing portfolio value by 23% within six months. Skilled in CRM, branch analytics, and cross-selling banking products, with a customer-centric approach to relationship management."

📁 Experience

○ **Axis Bank** 26 April, 2022 - Present
Priority Relationship Manager
Managed a portfolio of 1,200 priority banking customers, focusing on relationship building, customer satisfaction, and service excellence.
Achieved 120% of sales targets, contributing to an increase in portfolio value by 23% within six months through strategic cross-selling and upselling.
Cross-sold key banking products, including life insurance, health insurance, loans, and various account types, effectively boosting overall revenue and client retention.
Resolved complex client queries efficiently, maintaining high levels of satisfaction and loyalty among priority customers.
Utilized CRM systems and branch analytics tools to gain insights into client needs and enhance relationship management strategies.
Partnered with compliance teams to ensure all activities met regulatory standards, promoting a culture of transparency and accountability.

🎓 Education

○ **Rajiv Gandhi Technical University,Bhopal** 2014
Bachelor of Engineering
73.87

Projects

Priority Banking Digital Onboarding Optimization

Led an initiative to streamline the digital onboarding process for priority clients, reducing onboarding time by 40%.

Collaborated with IT and compliance teams to implement a user-friendly digital onboarding solution, ensuring full KYC and AML compliance.

Resulted in a 15% improvement in onboarding conversion rates and positive feedback from new clients on the streamlined experience.


Customer Satisfaction and Retention

Developed and implemented a retention program aimed at improving client satisfaction among priority customers, reducing portfolio churn by 20%.


Engaged directly with clients to gather feedback, which informed improvements in customer service processes and offerings.

Collaborated with the compliance and analytics teams to ensure program adherence to regulatory standards and accurate performance tracking.

Achievements & Awards

 Top Performer: Recognized as a top performer for consistently exceeding sales targets by 120% and increasing portfolio book size by 23%. Client Satisfaction Award: Received accolades for exceptional customer service and commitment to priority banking clients

PROFESSIONAL DEVELOPMENT

 Certifications in Progress: Financial Risk Management

Workshops Attended: customer experience or sales strategy workshops



