

**MAYUR SURESH MANGE**

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SUMMARY

- Gold Medalist in Masters of Business Administration from Amity University Online, Delhi, with Specialization in Marketing.
- **Strong Banking Foundation** : Result Oriented Professional with 6 Years of Experience in Banking Operations, Client Management, Relationship Management, Wealth Management
- Relevant Skill Set business operations, client/vendor relations, financial management, problem-solving, and resilience.
- Post-2020, actively managed the operations and financials of a family-run transportation business, enhancing my leadership, business strategy, and client servicing skills.
- Bachelor of Mass Media with First Class Grades from Mumbai University, with Specialization In Advertising.
- Team Player with Multi Tasking Skills.

Core Competencies

- Client Relationship Management
- Financial Products & Investment Advisory
- Business Development & Cross-Selling
- Operational & Financial Oversight
- Communication & Negotiation
- Team Coordination
- Customer Service Excellence
- Problem Solving
- CRM Tools (Flexcube, Saksham, Finacle, etc.)

EDUCATION

Degree/Diploma	Year of Passing	Institute	Board/university	Percentage
Masters of Business Administration	May - 2012	Amity University, Delhi	Amity University	Distinction Gold Medalist
Bachelor of Mass-Media (Advertising)	March - 2006	S. K. Somaiya College, Mumbai.	Mumbai University	67% First Class
HSC - Commerce	Feb -2003	S. K. Somaiya College, Mumbai.	Mumbai University	68% First Class
SSC	March -2001	Navodaya English High School, Mumbai.	Mumbai University	60% First Class

PROFESSIONAL CERTIFICATIONS

Finlearn Academy/ NSE Academy - NSE Smart Index Trader Program 1 Year 2021-2022

National Stock Exchange Academy Course

Passed the NSE Exam with 100% Marks

EXPERIENCE

Organization : Shraddha Mange Roadlines *Business Operations Manager* Feb 2020 – Present | [Mumbai]

Key Responsibilities:

1. Managed day-to-day operations of a logistics and transportation business serving multiple corporate clients.
2. Handled client negotiations, contracts, and payment cycles, ensuring timely deliveries and excellent customer service.
3. Oversaw budgeting, expense control, vendor management, and workforce supervision.
4. Improved cash flow and implemented structured processes, drawing from financial discipline acquired in banking.
5. Maintained strong customer relationships and business continuity during COVID disruptions.

Key Achievements:

1. Retained profitability despite pandemic challenges.
2. Digitized payment systems and improved receivable cycles.
3. Expanded client base by 20% through improved service reliability and relationship building.

June 2016 to Jan 2020 Job Profile: Relationship Manager - Priority Banking

Organization: Axis Bank **Designation: Deputy Manager**

Overall Goal: Responsible for providing World Class Service and Query resolution to the customers of the bank proactively and convert service opportunity into a sales opportunity. Ensuring that all services and operations are within stipulated norms and regulations so that the customers can avail services through multiple channels saving them time and effort and giving them service Delight and Ensuring Repeat Business

Key Responsibilities:

1. Branch Banking Operations encompassing customer service, transaction banking.
2. Effective resolution of customer queries and complaints.
3. Use of finacle, Saksham, Branch Analytics, eCRM system and other Banking System Software for resolving queries.
4. Deepening existing relationship through cross sell of third party products.
5. All Administrative work.
6. Resolution of customer complaints received in branch on priority by regular co-ordination with internal teams and departments
7. Develops new and expands existing High Net worth Customer relationships for liabilities by sourcing Fresh Business
- 8 Sources new bank customers through external individual efforts and acquisition channel.
9. Cross sells bank products to existing set of customers.
10. Informs customers of new products or product enhancements to further expand the banking relationship.
11. Plans and conducts special sales initiatives and events for prospective and existing clients.
- 12.Coordinates with other group companies to facilitate seamless access to their products.
13. Maintains complete relationship record for assigned customer accounts.

January 2014 to May 2016 Job Profile: Personal Banker – Branch Banking

Organization: HDFC Bank Ltd **Designation: Assistant Manager**

Overall Goal: Responsible for branch sales, for servicing walk-in-customers, handling queries on account balances, statements of accounts, information on different products and services, opening of accounts in system and handling front desks. Handling private banking queries

Key Responsibilities:

1. To be the first point contact with the customer in the branch. Provide customer service and product information, Distributing, Product information, Deliverables Custodian, Balance Enquiries for walk-in customers, Brief transaction query, Balance Confirmation Certificates.
2. Obtain referrals from walk-in customers for Current account & Saving account and Demat
3. Cross sell of direct banking channels to walk-in customers to deepen relationships Account Opening Current account & amp Saving account/FD Collection of Foreign Currency, Cheques Report Generation

4. Customer acquisition through sales to walk in customers, referrals from walk-ins for Current account & Saving account and Demat accounts.
5. Opening of Current account & saving account relationships.
6. Cross-Sell all products & services Generation of referrals from internal database Stop payment Enhance the value of existing accounts of Current account & saving account customers. Retention of accounts
7. Handling day to day banking operations of the branch
8. Training of New Joinees
9. Monitoring Instakits and stock and indenting the same as per requirement.
10. Resolution of customer complaints received in branch on priority by regular co-ordination with internal teams and departments.
11. Use of flexcube, CRM system and other banking application

PROFESSIONAL DEVELOPMENT

Interpersonal Skills and Team Handling	Creative and Effective Problem Solving abilities
Research and Analytical Skills	Providing a customer Focused Face to Face Service
Broad Knowledge of Banking Services	Able to Prioritize Heavy Workloads

ACHIEVEMENTS

1. Winner of Different Contests Held at Cluster Level at HDFC Bank
2. Earned many Appreciation Letters from different customers for quick service, query resolution provided to the customers
3. Qualified for multiple Contests in Axis Bank

EXTRA CURRICULAR ACTIVITIES

1. Active Member of NGO "Harihar Pratisthan"
2. Active Participant in Community Events and Activities
3. Member of Cultural Forum for organizing "UTKARSH" an intercollegiate competition, S.K. Somaiya College, Vidhyavihar, Mumbai.

PESONAL PARTICULARS

Gender : Male
 Marital Status : Married
 Date of Birth : 9th January, 1986.
 Languages Known : English, Hindi, Marathi, Gujarati and Kutchi.
 Proficient in Working : Microsoft Office.
 Personal Interests : Listening Music, Swimming, Photography, Traveling.

References: On Request