

Govind Dubey

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Self driven, entrepreneurial-minded professional with over 14+ years of experience across Real Estate, Luxury Sales, Insurance Domains, Retail Banking, Wealth Management, Preferred Banking, Business Development, Collections, Customer service and BPO. A motivational leader who leads by example, like to lead businesses by identifying and mentoring younger talent.

Career Objective: Seeking assignments in **Sales & Marketing/Business Planning/Collections/Call Centers** with an organization of repute and looking forward for a challenging assignment, wherein my experience and skills are used optimally and work in dynamic market field contributing substantial to the growth of the organization and carve career path for myself in an aggressive and fast growing organization.

Career Contour

1) **Indiabulls Real Estate Ltd (IREL).** From 1st December 2020 to Till Date

Position: **Manager**

Responsibilities:

- Hiring a strong, creative team of people Comprehensive and in-depth knowledge of all aspects of Residential Sales.
- Responsible for the day-to-day relationship management of channel partners.
- Act as a liaison between **Indiabulls Real Estate Ltd (IREL)** and the assigned channel partners.
- Build, maintain, and manage relationships with current and prospective channel partners.
- Establish productive, professional relationships with key personnel in assigned partner accounts.
- Coordinate the involvement of **Indiabulls Real Estate Ltd (IREL)** personnel, including support, service, and management resources, in order to meet partner performance objectives and partners expectations.
- Sell through partner organizations to end users in coordination with the partner sales resources.
- Meet assigned targets for profitable sales volume and strategic objectives in assigned partner accounts.
- Manage direct/channel conflict by fostering excellent communication between the channel and direct teams.
- Ensure partner compliance with Channel Partner programs and agreements.
- Participate in a partner planning process that develops mutual performance objectives, financial targets, and critical milestones associated with a productive partner relationship.
- Identify partner, working with partner sales resources, marketing, etc., develop & launch our products in their markets to point of incremental joint revenue achievement.

2) **ICICI Bank Ltd. Mazgaon** from 3rd April 2017 to 30th November 2020

Position: **Branch Sales Manager**

Responsibilities:

- Functioning as a Team Leader and steering sales initiatives in the region
- Daily training, motivation, and supervision of 7 full-time sales staff
- Performance appraisals for all branch employees and provide training and counseling as per requirement
- Execute all strategic business plans and monitor all branch sales process and maintain product knowledge
- Perform appraisals for all branch employees and provide training and counseling as per requirement
- Daily training, motivation, and supervision of full Branch sales staff
- Establishing and strengthening relationships to build strong clientele for the bank
- Developing portfolio of retail clients with a strong emphasis on a high quality portfolio and effective risk management

- Leading the overall branch operations and identifying streams for revenue growth & developing marketing plans to build consumer preference; devising and implementing policies/procedures for the all-round development of bank as well as reducing overall costs of the bank through various means
- Managing customer centric banking operations, forwarding instructions to the concerned department and ensuring customer satisfaction by achieving delivery & service quality norms
- Develop and maintain direct mail campaigns, advertising schedules, and sales budgets
- Ensuring effective hiring, orientation, training, development and retention of sales staff; using a dynamic leadership style to motivate and empower a team to ensure successful launch of new products
- KYC processing for Individuals and Non- Individuals

SKILL SET

Strategic Planning:

- Conceptualizing strategic and operational plans for the branch for drawing a good image as well as identifying new streams for revenue growth & developing marketing plans to build consumer preference.
- Defining service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation

Banking Operations:

- Handling banking operations related to determining financial objectives, preparing & implementing systems, policies & procedures for streamlining the banking operations.
 - Supervising financial restructuring / re-engineering to attain sustainability of various projects.
- KYC processing for Individuals and Non- Individuals

Savings Account Management & Relationship Management:

- Managing over 400 set of mapped Savings Account Clients

3) **i2c.** from 5th January 2015 to 31st March 2017

Position: **Team Leader**

Responsibilities:

- Driving, leading, and managing collections team to timely collect dues as per contractual terms for the biggest Marketing and Advertising Company (WPP MCIPL) in the world.
- Leading collections for UAE, Lebanon, Qatar & Egypt market of WPP group companies for both Media and Non-Media segment.
- Identify provisions for bad debts, review with the Operating Companies and agree on Bad debts.
- Confirm follow up action required and negotiate settlement with Client wherever possible.
- Preparing and presenting monthly forecast review detailing prior month results along with forward looking forecast to top management for decision making.
- Lead weekly forecast review in collaboration with upper management to provide business unit with month end forecast projections along with variances to the original forecast.
- Perform review of the Accounts Receivable ageing and assess recoverability of items aged older than 60 days
- Ensuring that all escalations/disputes from Operating Companies/Clients are resolved appropriately as per WPP guidelines
- Act as a functional SME and programmatic lead for multiple conferences/engagements.
- Managed and monitored the quality of the team's output, coaching employees on technical issues and making procedural documentation, and standards improvements recommendations
- Month end books closure within the prescribed deadlines, which involves supervising of clearing unattached credits, on account payments, payment receipting, collection application in correct accounts, recurring journal entries etc.
- Proposing and publishing metrics and KPIs to be incorporated into monthly financials and scorecards.

4) **3 Global Services.** from 2nd July 2012 to 31st December 2014

Position: **Team Coach**

Responsibilities:

- Reducing customer churn by solving customer problems and finding innovative ways to retain existing customers.
- Acted as a trainer and for lead agents.
- Providing training to new joiners.

- Understanding critical to process and quality production and working on it with utmost important.
- Leveraging my daily responsibilities as a team coach to the team.
- Collating of analysed data and handling the monthly stats for retirement, reconnection & fraud accounts
- Handling escalation calls and resolving in given TAT.

5) **Intelenet Global Services Private Ltd.** from 1st April 2008 to 30th June 2012

Position: **Fraud Analyst**

Responsibilities:

- Worked as **Sr.Customer Service Executive For Barclays bank UK- Debit Card Operations (DCO)**
- Executed processes defined for fraud detection and prevention, while identifying new trend in fraud.
- Researched chargeback and debit memos received from banks and made decision to collect or Pay.
- Acted as a trainer and for lead agents.
- Investigate forgery and theft within customer's accounts and transactions.
- Monitor the banks transactions and activity that comes through the customers' accounts.
- Identify and trace any suspicious or high-risk transactions and take action accordingly.
- Determine if there any improper activity involved and determine if there is any risk to the bank or customers.

Academic Credentials

- **Bachelors Degree in Arts with English as a Specialization**
Ranchi University, Ranchi- 2009
- **Class 12 or H.S.C from** DPS Ranchi (CBSE), Ranchi, 2006
- **Class 10 or S.S.C from** DPS Ranchi (CBSE), Ranchi, 2004

Personal Details

Date of Birth: 23rd September'88

Marital Status: Single

Nationality: Indian

Passport No.: Z5273807

Languages Known: English & Hindi