**Nancy Proud** *Sales Manager*

myemail@gmail.com

New Delhi, India

# Profile

My mantra for life is to “LEARN”. I believe in dedicated smart work, sincerity, and integrity of the mind and soul towards the fulfillment of my long and short-term goals. I am a team player, adapting to varied roles with ease and flexibility. My strongest asset is optimism, and the passion to excel.

# Professional Experience

2022/04 – present **Sales Manager**

New Delhi, India *Bandhan Bank Pvt Ltd*

Led the complete lifecycle of loan processing, from client sourcing to disbursement, •  ensuring seamless and efficient operations

Built and nurtured strong relationships with clients throughout the loan application•  process, providing personalized guidance and support. This resulted in a high client satisfaction rate and increased referrals

 Drove process optimization initiatives by implementing efficient workflows and•  automation tools, resulting in a reduction in processing time. Ensured meticulous adherence to regulatory requirements, guaranteeing seamless and compliant loan disbursements while enhancing overall team productivity

2018/03 – 2022/03 **Operations Manager**

New Delhi, India *HDB Financial Services*

Demonstrated a track record of consistently achieving monthly targets, showcasing a•  strong ability to meet and exceed performance goals in the dynamic loan industry Fostered and maintained positive relationships with Connectors, leveraging these•  connections to source valuable credit leads. Expertise in generating leads through strategic references, contributing significantly to the growth of the client base Led and motivated a high-performing team, providing mentorship and guidance to•  ensure collective target achievement. Implemented result-oriented strategies, resulting in a cohesive and productive team environment

Conducted in-depth analysis of cases and client businesses, enabling accurate file•  preparation, successful surrogate logins, and meeting targets

Managed the entire loan process from PD training, login, to post-disbursement.•  Proactively resolved client queries, both pre-login and post-disbursement, ensuring high customer satisfaction

 Maintained strong relationships with bankers, optimizing communication and•  collaboration for timely approvals and streamlined loan processing

# Education

2014 – 2017 **Bachelor Of Commerce**

Mumbai, India *Miranda Collage Of Commerce & Science, Delhi University* 87%

2014 **HSC (Commerce)**

Mumbai, India *Delhi Public School, CBSE* 83%

2012 **SSC**

*Delhi Public School, CBSE* 81%

# Skills

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| --- | --- |
| Microsoft Office 365 (Excel, PowerPoint, Word)Team ManagementCustomer Relationship ManagementCredit Scoring and Risk Assessment | Leadership SkillsCommunication SkillsData Analysis and ReportingCompliance and Regulatory Knowledge: |

# Awards

**Sales Manager of the Year (FY 22-23)**

*Bandhan Bank Pvt ltd*

Recognized as the top-performing Sales Manager, leading a successful team of 10 in the Home Loan and Loan Against Property department, with the highest disbursements in the fiscal year 2022-2023.

# Languages

English

Hindi

French