

RAGHAV KHURANA

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CUSTOMER SERVICE & FINANCE PROFESSIONAL

Seeking a challenging position that offers me generous opportunities to explore & outshine while accomplishing personal as well as organizational goals

PROFILE

- Dynamic & result oriented professional with cross-functional experience in managing the entire spectrum of **Trade Finance, Client Management**; currently working as an **Chief Manager** with **IndusInd Bank (Emerging Corporate Group)**.
 - Qualified **MBA (Finance & Marketing)** backed by **B.E (Biomedical)** determined to carve a successful and satisfying career in the industry. Possess keen business acumen in analysing and understanding business requirements, customer-value maximization and **developing new business processes**.
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PROFESSIONAL EXPERIENCE

INDUSIND BANK (EMERGING CORPORATE GROUP)

SINCE AUGUST 2014

Chief Manager

- Responsible for managing day-to-day delivery of client service for a portfolio of high value corporate clients for Trade Finance Products (Import Collections, Advance and Direct Remittances, Import and Export Financing and Consulting Services).
- Accountable for the service and for building relationships with all the clients within the portfolio. Handling review service performance with clients and generates ways to continuously improve service delivery, maintain standards and generating revenues.
- Checking for adherence periodically and takes appropriate actions to mitigate or escalate as necessary and maintaining the Bank's reputation. Building and maintaining internal networks and engaging RMs, Product and Operations Partners for input to client service issues, plans and reviews.

ICICI BANK (ELITE TRADE RELATIONSHIP GROUP)

MAY 2011 - AUGUST 2014

Assistant Manager

- Credentials of receiving award for outstanding performance in Forex Fee for the month November 2011 by Zonal Head.
 - Awarded "Retail Sprinter" by ED Mr. Rajiv Sabharwal in SAHARA AMBEY VALLEY, Pune.
 - Responsible in installing and implementing ACU mechanism in the organization, strategizing a faster process and thereby reducing TAT for transactions. Thereby increasing Customer satisfaction and generating more revenue.
 - Responsible for increasing the revenue in my portfolio to 75% in the first year.
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ACADEMIC CREDENTIALS

MBA (Finance & Marketing) 2011

IBS, Gurgaon; ICFAI University, Dehradun; C.G.P.A - 7.73

B.E. Biomedical 2009

Bharti Vidyapeeth University College of Engineering, Pune; 53%

Class XII 2005

Hansraj Model School, Delhi; 75%

Class X 2003

National Junior School, Bangalore; 78%

Computer Proficiency

MS Office (Financial Modeling) & Internet Applications

Projects Undertaken

Project Electronic Milk tester

Description Aimed at finding purity of milk sample and installing the set up in rural areas.

Project Entrepreneurship Development

Description Aimed at strategizing a NGO for cleaning up the cities and establishing it at a national level which was a part of the SCMS Business Plan at Pragaya '08

Internship and External trainings Undertaken

Company MDI, Gurgaon

Project Marketing Research Project

Duration 1 Month

Synopsis The primary research was conducted to know the perception of parents towards various schools in Gurgaon and factors while selecting the schools for their children. Also, collected Primary database by conducting FGD's, personal interviews with parents and principals of various schools in Gurgaon

Company Edumentor Educational Services

Project Study of Promotional Activities during 12th Standard Boards

Duration 4 Months

Synopsis The project aimed at studying the impact of promotional strategies such as direct promotion, secondary promotion, and word of mouth during Board exams for class 12th. The study included analysis of the factors that are important while communicating information to the students and their peers. Also conducted competitor analysis to get a fair idea of the latest market trends and competitor moves.

Academic Accolades

- Awarded with First prize for concept planning in Pragaya'08
 - Received best outgoing Student award in BVU COE, Pune
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Extra-Curricular Accolades and hobbies

- Actively participated in various debates during academic years.
- Active member of LEO Club of BVU, Pune.
- Pursuing in writing a food blog, writing food critics and a fictional love story.
- Learning French (beginner)
- Pursuing Certification from International Academy for Certification and Training (IACT) in Corporate restructuring Mergers and Acquisition.
- Pursuing "Introduction to Financial Accounting" from Coursera (Wharton Business School)

Date of Birth: 1st January 1988

References: Available on Request