

RUPESH KUMAR

GRADE MANAGER | BRANCH OPERATIONS HEAD | RETAIL BANKING

Tikrapara, Raipur, Chhattisgarh | +91 8789084073 | rurpkr92@gmail.com

PROFESSIONAL SUMMARY

Results-oriented banking professional with 8+ years of experience in retail banking, branch operations, customer relationship management, sales and service excellence. Proven expertise in regulatory compliance, operational risk, CASA portfolio management, customer acquisition and team leadership. Promoted to Grade Manager at Axis Bank for consistent performance and operational excellence.

CORE COMPETENCIES

Branch Operations Management • Retail Banking • Team Leadership • Customer Relationship Management • CASA Acquisition • RBI Compliance • KYC / AML • Operational Risk • Cash Management • Audit & Internal Control • Sales Growth • Process Improvement

PROFESSIONAL EXPERIENCE

AXIS BANK

Apr 2026 - Present

Grade Manager - Branch Operations Head

- Lead complete branch operations, customer service, cash management and controls.
- Ensure RBI, regulatory and internal policy compliance; coordinate successful audits.
- Mentor branch staff, resolve escalations and strengthen operational risk controls.
- Promoted from Deputy Manager to Grade Manager on 01 April 2026.

AXIS BANK

Jul 2022 - Mar 2026

Deputy Manager

- Managed branch operations, customer service and CASA portfolio acquisition.
- Cross-sold insurance and third-party products while meeting business targets.
- Handled account opening, deposits, transactions and operational compliance.

KOTAK MAHINDRA BANK

Jan 2022 - Jul 2022

Deputy Manager

- Managed branch sales and service operations, customer acquisition and portfolios.
- Delivered monthly business targets while maintaining quality customer service.

ICICI BANK LTD.

May 2018 - Dec 2021

Senior Officer

- Managed sales, customer service, CASA acquisition and third-party revenue.
- Resolved customer concerns and achieved acquisition and sales targets.

KEY ACHIEVEMENTS

- Promoted to Grade Manager - Branch Operations Head at Axis Bank (April 2026).
- Awarded in LI Contest at Axis Bank (2023).
- Received Memento & Certificate in ZHM 152 Prime Contest at ICICI Bank (2021).
- Awarded Grade Promotion at ICICI Bank (2021).
- Qualified in LI Super Month Contest at ICICI Bank (2020).

EDUCATION

Bachelor of Commerce (B.Com.) - Ranchi University, 2012 | 61.25% | First Division

Intermediate (Commerce) - JAC, 2009 | 61% | First Division

Matriculation - BSEB, 2007 | 58% | Second Division

TECHNICAL SKILLS

Core Banking Operations • Microsoft Office • Tally ERP 9 • Diploma in Computer Applications • Digital Banking • Banking Documentation • MIS Reporting

PROFESSIONAL STRENGTHS

Leadership & Team Management • Decision Making • Communication • Analytical Thinking • Problem Solving • Attention to Detail • Time Management • Target Orientation • Adaptability • Operational Excellence

PERSONAL DETAILS

Date of Birth: 23 July 1992 | Nationality: Indian | Marital Status: Married | Languages: Hindi, English

Current Address: Tikrapara, Raipur, Chhattisgarh

Permanent Address: Market Road, Fatehpur, District Gaya, Bihar - 824232

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Rupesh Kumar

Raipur, Chhattisgarh