

Mayank Chand

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EXECUTIVE SUMMARY

- + Currently – Associate Vice President – Anchor Management for North & East and Capital Market –North
- + Enriching experience with Aditya Birla, Morgan Stanley, Kotak Mahindra, Citibank N.A.
- + Post Graduate Diploma in Business Management
- + Enough experience in cross-functional teams
- + Good understanding of the investment & Lending products and market dynamics.

FINANCE INDUSTRY EXPERIENCE

Cholamandalam Invest. and Finance Co. Ltd.

Oct 22'-Current

Associate Vice President - SCF and Capital Market- North and East

- + Anchor Relationship--Developing Anchor relationship across North and East Region. Retaining, generating business opportunity along with channel/fintech partners.
- + Managing & developing relationship with existing corporates, liaison with SMT for sourcing of various supply chain finance business.
- + Initial check on the proposal before presenting the same internally within the committee. Monitoring the portfolio and maintaining a disciplined clean book.
- + Capital Market- Onboarding of lending customers in capital market. Case to evaluate at my level and send for approvals with my recommendation.
- + Digital Journey in process for foraying into Retail Capital Market by name CTB (Click to Borrow) . BRD is signed off, Tech integration and various API integration in process including NSDL and MFCentral.
- + Concept note initiated and presented to SMT for setting up off Customer Service Department desk for the business.

Aditya Birla Finance Limited**Anchor Manager- North****July 20'-Sep 22**

- + Managing & developing relationship with large corporates, with senior management team for sourcing of various supply chain finance business. Managing the biggest book size in supply chain for North.
- + Doing an initial check on the proposal before presenting the same internally within the committee.
- + Monitoring the portfolio and maintaining a disciplined clean book.
- + Monitoring day to day activity of team mates managing servicing to clients and flow of daily information
 - + Monitoring status of each cases with the acquisition RM and take corrective action wherever required.
- + Monitoring of various management of referral partners and their accountings

Aditya Birla Finance Limited**Zonal Manager****Dec 17'-July 20**

- + Managing digital Lending Products for North and East Zone which includes vendor financing, seller financing, Invoice Discounting, purchase finance etc.
- + Responsible for team's performance and their profitability with the set KRAs assigned to each RM.
- + Zero tolerance towards NPA and maintain a clean book
- + Periodic review of teams and meeting large clients along with the RMs
- + Overlooking of the entire NE setup of Digital Platform and resolving the issues lined up by the client over a period of time.
- + Hiring of Acquisition, Anchor and Portfolio managers across Zone
- + Cases to be followed with Risk/Committee for approvals and any change in the product program to be taken with the higher authority.

Aditya Birla Finance Limited**Regional Head****Apr 15'- Dec 17**

- + To achieve the budgeted business volumes as well as Net Interest Margin (NIM) for self as well as ensure the same for the team. Responsibility of achieving team Fee income targets while focusing on cross sell and syndication in Capital Market business.
- + To develop new locations / markets for Capital Market Business by building a sustainable relationship base. Create positioning of Capital Market in these markets.
- + Hiring Managers for the Capital Market Business and mentoring them to grow in the system.
- + To undertake new client acquisition, retention & growth for larger customer base. To identify & develop sourcing channels DSAs, Internal Channels and work with Alliances team for development of National Alliances. Build strong relations with clients/channel partners and offer multiple products across ABFSG business suiting client needs.
- + Formulation of MIS and present them to the management. Sending periodic reports to HO for lead closure ratios, sales volumes, profit and status of new product launches.
- + Monitoring client servicing metrics of RMs & ensure conduction of their periodic sales. Resolve issues related to client servicing in case of contingencies. To keep abreast of the latest trend and competition, identify new customer satisfaction parameters & reports to the management.
- + Supervision of the work flow of RMs and assist them in training and their development.

Aditya Birla Finance Limited

Chief Manager

Dec 11'- Apr 15'

- + Onboarding new LAS/LAMF/ESOP accounts in the system
- + Identifying prospective business, exploring potential business development opportunities, generating business from the existing and new accounts and achieving profitability and increased income growth.
- + Preparing, proposing and recommending credit appraisal memos for Capital Market brokers, import/export companies, etc.
- + Cross Selling of the various other products offering of Aditya Birla Financial Services Group.
- + Ensuring that funding is done as per Standard Risk Norms. Conduct proactive rigorous tracking of clients and margin regularization to achieve Zero NPA. To be aware of all critical policies and procedures & ensuring compliance with them.
- + Business acquisition & updating senior management on key business, financial and corporate developments relating to major clients and general business environment.

Morgan Stanley

Associate (Private Wealth Advisor)

July10-Dec'11

- + Responsible for new business acquisition, Portfolio Management and Client Relationship Management.
- + Leveraged firm-wide resources to develop and implement customized investment solutions for high net worth individuals, families, and foundations.
- + Created and managed new client development process, and successfully identified and conducted meetings with prospective clients with INR 50m or more in investable assets.
- + Performed analysis of client portfolios and delivered investment recommendations custom-tailored to fit client needs.
- + Successfully cross sold the firm's entire platform.
- + Consistently exceeded client expectations by providing excellent service and prompt response to his queries.
- + Furthered client relationships with the firm, and developed strong personal relationships with clients.

Morgan Stanley

Client Service Associate (Private Wealth Advisor)

Oct'08 -Jun'10

- + Servicing of Lending Based clients across North Region in various products: Loan against shares / Loan against Mutual Funds/Dividend Planning/Margin Trading Finance/Open Offers etc.
- + To coordinate for Loan against shares / Demat Account openings/Loan against Mutual Funds/Dividend Planning/Margin Trading Finance business with Private Wealth Advisors.
- + Contributing to the business growth by cross selling the products & services provided by the firm to existing clients.
- + Depository Services for the branches across Delhi and NCR.
- + Managing Lending Based services with regards to broker Houses and Big ticket Corporate.
- + To ensure seamless and smooth execution of broker's and large ticket customer's transactions.
- + To resolve retail issues with an endeavor to maximize customer satisfaction.
- + To ensure all processes are complied with the requirement of the Bank/ Stock Exchange /NSDL/ RBI and the Firm.

Kotak Mahindra Invest. Ltd.

Manager

Sep'07-Sept'08

- + Supervision for servicing of Lending Based clients in North Region across various products: Loan against shares / Promoter Funding/Loan against Mutual Funds/Dividend Planning.
- + Contributing to the business growth by cross selling the products & services provided by the firm to existing clients.
- + Managing Lending Based services with regards to big tickets and Corporate + To expand customer base both on retail and large ticket side.
- + Ensuring seamless and smooth execution of broker's and large ticket customer's transactions.
- + To ensure all processes are complied with the requirement of the Bank/ Stock Exchange /NSDL/ RBI and the Firm.

Citibank N.A.

Service Representative

May'04-Sep'07

- + Attending to walk-in customers & calls providing effective resolution of their queries in the Branch + Verifying all the supporting documents and updating any change in relevant customer particulars.
- + Contributing to the business growth by cross selling the products & services provided by the Bank to existing clients.
- + Handling AAFA(Equity Advanced accounts) services for the North region + Depository Services for the branches across Delhi and NCR.
- + Managing CFIL services with regards to big tickets and Corporate
- + To expand customer base both on retail and large ticket side
- + To ensure seamless and smooth execution of broker's and large ticket customer's transactions.
- + To resolve retail issues with an endeavor to maximize customer satisfaction.
- + To coordinate for Loan against shares / Demat Account openings within Branches.
- + Following the procedural guidelines and statutory regulations laid down by the bank for every product/service
- + Ascertaining that performance meets stringent Service Level Agreements.
- + Ensuring team cohesion & coordinating with the senior management on issues arising in the day- today operations

Jet Airways

Customer Service Associate

May'02-May'04

- + Handling Passenger queries at the Airport
- + Handling Aircraft loading and Passenger boarding
- + Coordination with the high profiled and VIP Passengers and also with other airport Staff.

EDUCATIONAL QUALIFICATION

- + Post Graduate Diploma In Business Management -SCDL
- + B. Com –Motilal Nehru College, Delhi University
- + All India Senior Secondary Certificate Exam, Kendriya Vidhyalaya, CBSE Board
- + All India Secondary School Examination, Kendriya Vidhyalaya, CBSE Board

OTHER SKILLS/ACHIEVEMENT

- + Have got various Sales and Service Awards throughout career.
- + Excellent Negotiation Skills and team management skills.
- + Excellent client management skills and the ability to manage their distinctive requirements.
- + Excellent communication skills and networking capability.
- + Got selected for All India Combined Defence Services Examination

PERSONAL INFORMATION

- + Age: 43 Years
- + Marital Status: Married
- + Areas of Interest: Travelling, Biking and physical fitness
- + Languages Known: English, Hindi and Punjabi.