



Sachin Kumar

Chief Manager | Banking Operations, Compliance & Team Leadership

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📍 Mumbai India

Senior banking operations and compliance leader with over 15 years of progressive experience spanning banking, insurance and mutual funds. Currently Chief Manager at ICICI Bank, leading a team of approximately 100 professionals across outward cheque clearing operations, with full accountability for regulatory compliance, process efficiency and service delivery. Career built across three distinct financial services domains, banking operations, insurance sales and distribution, and mutual fund back office and NAV valuation, bringing a rare cross-functional view of financial services operations. Recognized for strengthening compliance discipline, streamlining high-volume operational processes, and developing junior talent into capable managers.

Core Competencies

- Banking Operations & Cheque Clearing
- Team Leadership & Talent Development
- Customer Relations & Retention
- NAV Valuation & Fund Operations
- Data Analytics & Reporting
- Regulatory Compliance
- Strategic Planning
- Sales & Distribution Management
- Process Improvement & Change Management
- Stakeholder Coordination

Key Highlights

- Lead a team of approximately 100 professionals at ICICI Bank, with end to end ownership of outward cheque clearing operations.
- Career spans banking, life insurance and mutual funds, giving a comprehensive, cross-industry command of financial services operations, compliance and customer facing functions rarely found in a single profile.
- Consistent track record of being entrusted with regulatory compliance responsibility across every organization, reflecting a reputation for discipline and risk awareness.
- Progressed from Sr Executive Finance to Sr Manager Sales and Marketing to Chief Manager, reflecting steady advancement into broader operational and people leadership responsibility.
- Built and mentored teams of junior managers at multiple organizations, with a consistent focus on succession readiness and leadership development

Work Experience

Chief Manager | ICICI Bank, Mumbai | 2015 - Present

- Lead a department of approximately 100 people responsible for outward cheque clearing operations, overseeing daily processing, accuracy, and turnaround time across a high transaction volume environment.
- Own regulatory compliance for the department, ensuring all outward clearing activity adheres to RBI and internal banking guidelines.
- Direct process improvement initiatives that reduced processing bottlenecks and strengthened operational efficiency across the clearing workflow.
- Lead strategic initiatives aimed at improving customer satisfaction and retention, working closely with cross-functional teams to resolve service gaps.
- Mentor and develop junior managers within the department, building a pipeline of leadership capable of managing high-volume operations independently.
- Design and deliver training programs to raise staff competency and consistency in service delivery quality.
- Coordinate with internal stakeholders across departments to optimize resource allocation and ensure timely execution of operational projects.
- Track market and industry trends relevant to banking operations to inform process and service improvements.

Sr Manager - Sales & Marketing | Bajaj Allianz Life Insurance Corporation | 2012 - 2015

- Led sales and marketing strategy across multiple teams spanning the region, driving distribution performance for life insurance products.
- Managed a network of dealer partners, building and sustaining relationships that supported consistent product distribution.
- Contributed directly to insurance product development, bringing field and market insight into product design.
- Oversaw regional operations, ensuring alignment between sales execution and broader business objectives.

- Analyzed market trends across the insurance product portfolio to guide competitive positioning and go to market decisions.
- Coordinated closely with dealer partners to maintain smooth day to day operations and resolve channel issues quickly.
- Built talent development pathways for junior team members, supporting smooth transitions into more senior sales roles.
- Initiated strategic customer retention programs that strengthened satisfaction across the dealer and customer base.

Sr Executive - Finance | Tata Mutual Fund, Mumbai | 2009 - 2012

- Served as a core member of the NAV Valuation and Cash Flow team, responsible for accurate daily valuation of fund assets.
- Managed end to end NAV valuation activities, ensuring accuracy and timeliness critical to fund reporting.
- Supported the rollout of new systems that improved operational efficiency within fund operations.
- Managed the complete back office operations function, ensuring seamless coordination between valuation, cash flow and reporting teams.
- Streamlined NAV and cash flow processes, improving daily operational efficiency and strengthening overall back office reliability.
- Maintained precise cash flow data integrity, forming the operational backbone of fund reporting accuracy

Education

- **MBA** | ICFAI Business School, Mumbai
- **Post Graduate Diploma in Foreign Trade** | World Trade Centre, Mumbai
- **Postgraduate, Human Resources Management** | KC College Management Studies