



ALOK KUMAR SWAIN

CLUSTER MANAGER

CONTACT

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CORE COMPETENCIES

- ➔ Solution development
- ➔ Team management
- ➔ Relationship development
- ➔ Process improvement
- ➔ Business operations

ACADEMIC CREDENTIALS

Master of Business Administration with Marketing from Biju Patnaik University of Technology

Bachelor of Science

From Raghunath Jew Degree College Cuttack - 2017(Science)

SAISR (Matrubhavan) (CBSE) Cuttack, 2014

Urali High School (HSE) Cuttack, 2012

TECHNICAL SKILLS

Analytics Platform: Excel-Prepares, pivot tables and chart, MS PowerPoint, MS Word

PERSONAL DOSSIER

Date of Birth: 27th May 1997

Current Address: Gola, Near BBC Chowk, Ramgarh, 829110

Permanent Address: Urali, Gopalpur, Cuttack, Odisha, Pin - 753011

Languages Known: English, Hindi & Odia

Cluster Manager with over 1 year and 6 months of successful experience in Team Management and Solution Development and Recognised consistently for performance excellence and contributions to success in MFI industry. Strengths in Business Operation and Relationship Development, backed by training in any Marketing, Finance & Sales Sector for a challenging career.

EXECUTIVE SUMMARY

- Understanding the overall operations of the organization, roles and responsibilities of various designations, compliances and Regulations to be maintained, risks associated and mitigation strategies.
- Consulted hundreds of small business owners and clients on finance, business strategy.
- Launched and managed outreach program with other companies with the help of MFIN.
- Worked across 3 states during training period - Odisha, Chhattisgarh, and Jharkhand.

WORK EXPERIENCE

Jan 2019- Current with Spandana Sphoorty Finance Ltd. (SSFL)
Jan 2019 - Till date as Cluster Manager, Ranchi (Jharkhand)

Key Deliverables:

- Handling operations of 5 Branches and working throughout 3 Districts of Jharkhand.
- Monitoring over 20 crores of Loan Outstanding.
- Handling over 15K standard clients.
- Conducting staff training regarding new products, process & compliance.
- Driving a team of 35 staffs to achieve the assigned target.
- Responsible for Staff requirements and Promotion.
- Looking after the Business Development & Client retention.
- Recruitment & Training of fresher.
- Leading the Cluster with a spirit to reach the best possible.

Feb 2019 – April 2019 - as Executive Trainee, Bilaspur, Raipur (Chhattisgarh).

Key Deliverables:

- Visiting different places across the area of Baramkela and Gunderdehi.
- Conducting Meeting with clients and resolve their problems.
- Exposing the company products to them.
- Providing motivational training session to the staffs.
- Providing the assistance

Jan 2019 – Feb 2019 - as Executive Trainee (Odisha)

Beginner's Round – (Ganjam) – I learnt the basic about MFI sector – (Jan 2019- Feb 2019)

May 2019 – June 2019– (Puri) - CSR activities throughout the district during Fani Cyclone Behalf of SSFL.

June 2019 – July 2019 –(Rayagada , Nabarangpur, Balasore) – Conducting training program of staff in all these area.

INTERNSHIP

Organization: ICICI Securities

Duration: May 2018 – June 2018

Title: “Mutual Fund Simplified”

DESCRIPTION:

- SIP was based on One to One Customer Interaction those were investing in ICICI Securities and with the help of Tele calling to get the appointment regarding the Awareness and Campaign Program.
- The Aim was to spread Awareness and educate the people about ICICI Mutual funds, its various Schemes and Advantages by investing Money.

FINDINGS

- In the initial stage it was difficult to understand customers mindset
- But later on things got simplified with the experience we gained and the customers were now interested towards ICICI securities.
- Most of the customers were willing to understand and reciprocate towards the ICICI mutual funds and henceforth and we were successful in convincing the customers and making them aware regarding ICICI Mutual funds.

LIVE PROJECT

Live Project - A Short Term Winter Internship Project in Pantaloons(Aditya Birla Group on Customer buying behavior) - December 2017

ACHIEVEMENTS AND ACCOLADES

- Certified For Participating & Volunteering in Mega Blood Donation Camp Arranged By NSS Bureau Utkal University, Bhubaneswar
- Certified For Successfully Participating in NSS Special Camp Organized In Baliyatra, Cuttack.

EXTRAMURAL ENGAGEMENTS

- All time member of National Service Scheme.
- Active Member of Blood Donation Camp & Awareness.
- Organized Many Events, Seminars & Cricket Tournaments
- Participated with different social campaign like Swachh Baharat Abhiyan and Blood donation.

Declaration

I, Alok Kumar Swain hereby declare that the information contained herein is true and correct to the best of my knowledge and belief