

Ravi Srivastava

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Objective: To work for my satisfaction in meeting challenges with a performance-oriented team of professionals. At this stage in life self-actualization is my goal in all pursuits of life.

Executive profile:

Retired Assistant General Manager (Learning & Development), at State Bank of India, with over 37 years of work experience in various managerial capacities.

Present engagement: Freelance trainer and translator

Educational Qualifications:

M.Sc. (Physics) and **M.B.A. (Specialisation in Marketing)** – Banaras Hindu University.

Professional Qualifications:

Certified Associate of Indian Institute of Bankers (Both parts of **CAIIB**), equivalent to similar professional qualifications offered by the *UK Institute of Bankers*.

Core accomplishments:

Vigilance and Human Resources – Vigilance, Disciplinary Proceedings, Change Management & Conflict Resolution:

- ❖ Associated in Disciplinary Proceedings pertaining to Vigilance Area from beginning to end at the Apex level including staff accountability, processing of cases, penalty assessment and references and consultations with Central Vigilance Commission;
- ❖ Creation of a new Corporate Department in the Bank at a new centre;
- ❖ Assimilation of personnel in the new department to ensure attainment of the highest standards of efficiency within a short span of time;
- ❖ Could amicably resolve turf-issues with existing departments, and make space for the new department in the organisational set up.

Operations Management:

- ❖ Attained high levels of customer delight by addressing all the issues causing customer complaints.
- ❖ Identified stretch Business goals and achieved during branch incumbencies as Branch Manager by careful planning, organizing and team-work;

Staff Development:

- ❖ Managed to inculcate the habit of learning among the team members at all assignments;
- ❖ Organized well-received training and mass communication programmes for large numbers (>100,000) of officials;
- ❖ Launched a series of training programmes for developing a **Leadership Pipeline** at the Bank. The programmes were administered to Senior Executives of SBI, and were conducted at various locations in India, and abroad;
- ❖ Mentoring, and Coaching of Assistant Vice Presidents and Management Trainees working in the Training system of the Bank.

Business Development:

- ❖ Focused retail and corporate banking business growth was planned and managed in the area of operations during various operational assignments;
- ❖ Spearheaded growth of Mortgage Credit business in the district of Moradabad, U.P;
- ❖ Oversaw development of Export Credit business, to retain the market share of the Bank despite threats from various players in the market.

Competencies achieved:

- **Vigilance, Disciplinary Proceedings & Human Resource Management** – Analysing Staff Accountability, Managing Disciplinary Process, Team Building and Development;
- **Retail Banking** Business Development & Management;
- **Compliance requirements;**
- **Training administration and delivery** – thereby creating high performance teams;
- **Policy planning**, and assessment of customer needs in services industries, and optimal use of available resources;
- Effective, and assertive **communication**, soft skills;
- Voice usage for assistance and entertainment.

Skill Highlights:

- Vigilance Management, Disciplinary Process & Human Resource Management;
- Business Development: Growth & Retention
- Conflict resolution, staff motivation, and development, as also – leadership and communication;
- Marketing for the service industry;
- Customer Management, with high analytical capabilities;
- Risk assessment and mitigation, and prudent expense control

Voracious reader of literature in both English, and Hindi – enabling high levels of articulation in either language. Familiar also with **conversational Portuguese**.

Professional experience:

I joined the State Bank of India as **Probationary Officer**, upon completion of **Post-Graduation in Physics**, followed by **Post-Graduation in Management (Marketing)** from Banaras Hindu University. Consequential to the regular rigour of various assignments in the Bank, handling **credit assessment, branch management, training delivery, and policy formulation**, I attained the level of **Senior Manager** in 1991 and **Assistant General Manager in 1995**. Herein, I have handled very large branches in terms of employees (>180), and businesses (>250 crores).

Instrumental to my role, I was posted in **São Paulo, Brazil**, for a period of three years, as a **Representative** of the State Bank of India, for business development in the entire **South American Continent**. The role envisaged ensuring compliance requirements for the Bank in an environment, which was focused on strict adherence to regulations.

Having represented SBI in various domestic and international forums, including the **Banking Commission of the ICC**, in **Paris** (2007), I had emerged a natural leader.

At the same time, I have handled **key assignments** at the Bank - managing **enforcement of discipline, International Banking** business at domestic offices, and **Learning &**

Development activities of the Bank. Thereafter, I had a significant part to play in establishing the **Strategic Training Unit**, at Hyderabad, and its subsequent relocation to Mumbai.

Post-retirement experience:

Volunteer: L V Prasad Eye Institute, Hyderabad

- *Audio Book recording*
- *Editing*
- *Training - visually challenged for competitive exams*

Director: ROOKIETOCOOKIE Consultants Private Limited

Freelance trainer: Banking & Soft skills

Empaneled trainer:

- ✚ Empower Pragati Vocational & Staffing Pvt. Ltd.
- ✚ Mahendra Educational Pvt. Ltd.

Empaneled Consultant:

- ✚ Gerson Lehman Group
- ✚ Lynk Global
- ✚ Crux Management

Accredited Subtitler/ Subtitle Translator

- ✚ Amara Project, Participatory Culture Foundation
- ✚ Deluxe Enterprises
- ✚ Sferra Studios
- ✚ IYUNO
- ✚ OONAA

Translator

- ✚ Wikihow Hindi

Publications:

Articles published in The Indian Banker (Monthly journal published by the Indian Banks' Association):

- 1) February 2016 issue - "Public Sector Banks: From Handling Industrial Relations to Developing Human Capital" Co-authored with Shri P C Srivastava, CGM (Retired), State Bank of India.
- 2) May 2016 issue - "Redefine Discipline for Raising Human Capital in PSBs" Co-authored with Shri P C Srivastava, CGM (Retired), State Bank of India.
- 3) January 2017 – Self Esteem (Article in Hindi – Atma Nishtha)
February 2017 - युवा बैंक प्रबन्धक: एक सांस्कृतिक परिप्रेक्ष्य

Details of Post retirement experiences:

Volunteering at L V Prasad Eye Institute Hyderabad:

- **Lending voice** for preparing audio books for visually challenged students/learners.

- **Editing books** and study material for visually challenged learners (so as to make it compatible for use with **JAWS software**).

Creating library of audio stories:

- Stories of famous Hindi authors place in blog and placed on social media.
- Podcast: Humneekbaatkahee

Auditing of Bank Branches:

- Concurrent Auditor, State Bank of India

Blogs:

- Musings on Behavioural Science by a Master (<http://bsinpractice.blogspot.in/>)
- Storytime (<http://storytimebyravi.blogspot.in/>)
- Humneekbaatkahee (<https://wordpress.com/home/humneekbaatkahi.wordpress.com>)

Personal Information:

I was born in Bareilly, and brought up in Varanasi.

My father retired as an Assistant Commissioner (Excise), while mother a Public Health Officer.

My wife is an artist (vocal), and a fashion designer, per leisure pursuit.

I have two daughters. Elder daughter is a software professional, settled in USA and younger is a pilot (Senior First Officer) with Air Asia, based out of Bengaluru.

I have since moved to Hyderabad upon retirement. However, having lived in small towns, as well as in large, metropolitan cities, in India, and abroad, during my employment tenure, I am happy to relocate as any challenging, new opportunity may so demand.

Referees: Personal and professional references are available on request.