

First Name Last Name

Address

Mobile: 0000000000

E-Mail: xxxxxxxx@yahoo.co.uk

Work Experience

XXXXXXXXXXXX, UK

Vice President

XXXXXX – till date

Profile

- Determine & formulate strategies and set the overall direction of the organization for Insurance, Mutual Funds and General Insurance within the guidelines set up by the Board of Directors.
- Plan, direct, and coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.
- Ensuring Smooth and uninterrupted sales and operations being conducted as per set guide lines.
- Quarterly Budgeting: MIS on the sales, Expenditure vs. Budget on revenue expenditure – cost control.
- Interfacing with other support areas such as product controllers, corporate treasury and operations.

XXXXXXXXXX

XXX'07 – XXX '08

Associate Vice President

Profile

- Supervising sales & operations of Life Insurance, General Insurance & Mutual Funds for Karnataka and Goa region.
- Spearheading Sales and operations of 19 retail branches with a team size of 380 members.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Reviewing and ensuring transaction acceptance / processing are carried out at desired efficiency level with less than 1% error rate across all branches in the Region.
- Supervising customer service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving issues , ensuring minimum TAT.
- Recruiting, managing & monitoring the performance of team members to ensure efficiency in process operations, Sales and meeting of individual & group targets.
- Determining training needs of associates and conducting suitable training programs on technical and soft skills to enhance their operational efficiency leading to increased productivity.

Achievements

- Led the preparation of Training Manuals of MF application processing, MFI Tracker, MFI Explorer & analyzing portfolio of institutional clients.
- Initiated compliance over track of FMP rollovers & pending documents register for Institutions.
- Received the Best New Comer Award for turning around the retail business.

XXXXXXXXXX,
Business Development Manager

Jul'03 – Apr'07

Profile

- Responsible for managing a team of 10 Sales Executives & Officers.
- Achieving the budgeted target by setting up a strong distribution network.
- To create, develop and close new business opportunities.
- Achieving the sales targets, forecasting, planning, execution and training etc.

CERTIFICATIONS

- Diploma in Business Module

ACADEMIC

Bachelors in Business Management.	Staffordshire University	XXXX
Honors in International Business	Staffordshire University	XXXX

PERSONAL DETAILS

Date of Birth : XX XX XXXX