

AFAQUE IRFAN MOMIN

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PROFESSIONAL SUMMARY

Result-driven professional with **10+ years of experience in BFSI, Sales, Customer Service, Relationship Management, and Skill Development**. Skilled in **training design & delivery, performance coaching, business development, and client engagement**. Proven ability to **drive sales effectiveness, improve service quality**, and support organizational growth through structured training and team collaboration.

PROFESSIONAL EXPERIENCE

TATA STRIVE – Skills Development Center | May 2023 – Present

Facilitator – Non-Technical (BFSI / Business Development)

- Design and deliver structured classroom and practical training programs for BFSI and sales roles.
 - Conduct role-plays, simulations, and case studies to enhance learning outcomes.
 - Deliver behavioural skills, sales techniques, and end-to-end sales process training.
 - Monitor trainee performance and provide one-on-one coaching.
 - Share product updates, industry insights, and best practices.
 - Maintain training documentation, MIS reporting, and effectiveness evaluation.
 - Collaborate with HR teams and market partners to align outcomes with business goal
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ADITYA BIRLA SKILLS FOUNDATION | July 2022 – April 2023

Trainer – BFSI & Retail

- Conducted domain and soft-skill training for BFSI and retail programs.
 - Performed assessments and guided trainees for placement readiness.
 - Supported trainees in communication, customer handling, and sales techniques.
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POLICYBAZAAR | Feb 2022 – June 2022

Relationship Manager

- Managed customer relationships and provided insurance product advisory.
 - Assisted clients with policy selection, renewals, and query resolution.
 - Achieved service quality and customer satisfaction benchmarks.
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ICICI PRUDENTIAL LIFE INSURANCE | Oct 2021 – Jan 2022

Agency Unit Manager

- Recruited, trained, and managed insurance advisors.
 - Drove sales targets through agent productivity and performance monitoring.
 - Provided product knowledge and sales strategies to advisors.
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HASH1TECH PRE-PRESS PVT. LTD. | April 2019 – June 2021

Business Development Executive

- Generated new business leads and managed client relationships.
- Prepared proposals, negotiated pricing, and closed deals.
- Coordinated with internal teams for timely delivery of services.

DRIVEZY – Self Drive Cars | June 2018 – March 2019

Business Development Officer

- Handled corporate tie-ups and local business development activities.
 - Promoted services, onboarded partners, and supported revenue growth.
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VODAFONE INDIA LIMITED | June 2015 – Nov 2017

Customer Service Representative → Quality Checks Auditor → Territory Sales Officer

- Started as **Customer Service Representative** (Jun 2015 – Jul 2016), managing customer queries and service requests.
- Promoted to **Quality Checks Auditor** (Aug 2016 – Apr 2017), monitoring Sales quality and driving process improvements.
- Promoted to **Territory Sales Officer** (May 2017 – Nov 2017), handling territory-level sales, customer acquisition, and revenue growth.

ADDITIONAL EXPERIENCE

- **ENSER BPO** – CSR, Belapur (6 months)
 - **Ramp Green BPO** – CSE, Turbhe (8 months)
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CORE SKILLS

- Sales & Business Development | Customer Relationship Management
 - Training & Facilitation | Performance Coaching | Quality Audits
 - Communication & Conflict Resolution | Documentation & Reporting
 - Problem Solving | Multitasking | Market Knowledge
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TECHNICAL SKILLS

- Advanced MS Excel
 - Typing Speed: 40 WPM
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EDUCATION

B.Com, Rajiv Gandhi College, Vashi – 2015

HSC, Anjuman Islam Mustafa Fakih College, Turbhe – 2011

SSC, Anjuman Islam A.A. Khatkhata School, Vashi – 2009

PERSONAL DETAILS

- Languages: Urdu, English, Hindi, Marathi
 - Nationality: Indian
 - Personal Interests: Listening to Music & Travelling
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Declaration: I hereby declare that the above information is true to the best of my knowledge.

Place: _____

Date: _____

(Afaque Irfan Momin)