SHRADDHA RAJARAM SOHANI

#7738270451

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0:4,F-1,NERUL SEA VIEW CHS,SEC6, PALM BAECH ROAD, NERUL, NAVI MUMBAI - 400 706

Objective To establish a long – term prospective and lucrative career in a reputed organization. I aim to prove my experience and skills in the duties assigned to me and at the same time provide me an opportunity for self development.

Strenghts

* Competent professional with 6 years experience in Retail operations.
* A keen communicator with the ability to provide good customer care.
* Well organised and good team player.
* A versatile thinker with a proven track record of increasing productivity.
* An effective communicator with excellent relationship building skills.

Professional**AVIVA LIFE INSURANCE COMPANY INDIA LTD 10TH DEC 2014-TILL DATE**

Experience DESIGNATION - RSO – SALES MANAGER

* Recruiting Advisors and Getting Sales of Life Insurance Policies done through them.
* Handling the team & Achieve sales target.
* Engage, motivate and train the agents to achieve company's targets.

KEY DELIVERABLES

1. LEAD GENERATING

* ARRANGING PO (PERSONAL OBSERVATION) ACTIVITY & COLLECTING NAMES & CONTACT DETAILS.
* FIELD WORK TO GENERATE NEW CONTACTS & SO BUSINESS.
* PERSONAL VISITS TO PROSPECT’S RESIDENCE TO PROVIDE BUSINESS OPPORTUNITY & TO GET INTEREST IN INSURANCE.

1. SCHEDULING TRAINING

* COMMUNICATING WITH PROSPECT THE IMPOTANCE OF TRAINING.
* SCHEDULING TRAINING OF PROSPECTS AS PER REQUIREMENT.
* SOLVING QUESTION SETS & PREPARING PROSPECT FOR IRDA (INSURANCE REGULATORY & DEVELOPMENT AUTHORITY) EXAM.
* PRACTICING ROLE PLAYS BY PROSPECTS FOR JFW (JOINT FIELD WORK) FOR FUTURE BUSINESS.

1. PROVIDING NEED BASE SERVICE

* TAKING APPONTMENTS THROUGH COLD CALLING & ATTEND THE MEETING IN GIVEN TIME.
* ANALYSING CLIENT REQUIREMENT, PROVIDING SOLUTION TO MAINTAIN INVESTMENT PORTFOLLIO.
* COLLECTING REQUIRED POLICY DOCUMENTS & GENERATING BUSINESS
* GUIDING CLIENTS FOR PROPER INVESTMENTS.
* **CAREER HIGHLIGHTS**
* RAISED A TEAM OF SEVEN FINACIAL PLANNING ADVISORS FROM NATURAL MARKET AS WELL AS FROM ACTIVITIES.
* ACTIVATED A NEW LICENSE WITH FOURTY THOUSAND BUSINESS ON DAY ONE OF FPA (FINANCIAL PLANNING ADVISOR)& AWARDED WITH QUICK IDOL TITLE.
* HIGHEST APPOINTMENTS IN A WEEK.

**TANISHQ Pay Roll of TITAN COMPANY LTD 1ST SEP 2010 – 4TH DEC 2014**

DESIGNATION - RSO – RETAIL SALES OFFICER (JEWELLERY FIELD)

* CUSTOMER SERVICE – ASSISTING CUSTOMERS SELECTING JEWELLERY
* SALES – ACHIEVE THE SALES TARGET
* CALLING TO DEFAULTERS FOR NON PAYMENTS DONE AGAINST SCHEME
* HANDLING KARATMETER (GOLD PURITY CHECKING MACHINE )
* TAKING REPAIRE OF DAMAGE PRODUCT
* FIELD WORK FOR DISTIBUTION & PROMOTION FOR BETTER CUSTOMER RELATION ON FESTIVE AND OFFER PERIOD
* HANDLED LEAN DEPARTMENT
* PRESENTING PRODUCT TO CUSTOMERS IN AN EFFECTIVE WAY
* HANDLING QURIES OF BUY BACK POLICIES, EXCHANGE POLICIES , PRODUCT RELATED QUERIES OF CUSTOMERS FACE TO FACE & ON PHONE
* HANDLING UNHAPPY OR IRATE CUSTOMER

KEY DELIVERABLES

1. **CREATING CUSTOMERS**

* ASKING CUSTOMERS TO REFFER A FRIEND FOR COMPANY’S FUTURE SALE
* KEEPING MEDIA TRACK & GIVING IT TO MANAGER FOR FURTHER MARKETING
* **MAKING CUSTOMER FEEL AFFECTION FOR JEWELLERY**

## PREVENTION FROM CHURN

1. **COMMUNICATING ABOUT PRODUCT**

* SPEAKING EFFECTIVELY TO STRANGERS
* **MAKING CUSTOMERS LOVE THE PRODUCT**
* **GUIDE PAYING CUSTOMERS WITH LATEST DESIGNS AND LONG TERM BENEFIT WITH COMPANY’S BUY BACK POLICY**
* DELIVERING A PRE-WRITTEN PRESENTATION EFFECTIVELY WITHOUT SOUNDING UNNATURAL
* MAKING SMALL TALK IN UNDERSTANDABLE WAY TO CONVINCE CUSTOMER FOR PURCHASE

1. **USING STRATEGY OF CUSTOMER SERVICE.**

* ENROLLING MEMBER FOR SAVING SCHEME
* GIVING MEMBERSHIP TO CUSTOMERS ON CERTAIN AMOUNT OF PURCHASE AND MAINTAINING THEIR EMAIL ADDRES
* MAINTAINING REGISTER OF ELITE AND SUPER ELITE CUSTOMER RECORDS
* TAKING ORDERS IN CASE PRODUCT NOT AVAILABLE
* GIVING CUSTOMERS THE SERVICE OF GIFT WRAPPED

**CAREER HIGHLIGHTS**

* AWARD-WINNING COMMUNICATION SKILL IN CUSTOMER SERVICE WITH THE ACHIEVEMENT OF CERTIFICATE FOR BEING THE WINNING TEAM IN TARGET ACHIEVING PROGRAM CALLED “LAKSHYA” IN TITAN COMPANY (TANISHQ JEWELLERY STORE)
* ACHIEVED A CERTIFICATE FOR THE FANTASTIC EFFORT ON AKSHAY TRITIYA DAY ( 24TH APRIL 2012 ) ” IN TITAN COMPANY
* ACHIEVED A CERTIFICATE FOR WINNING THE FASTRACK OFFER PRE AKSHAY TRITIYA PERIOD (24TH APRIL 2012 ) ” IN TITAN COMPANY

**TANISHQ Pay Roll of CNCS FACILITY SOLUTIONS PVT.LTD 26th JAN 2010 – 30th AUG 2010**

**DESIGNATION : SALES PROMOTER**

* CUSTOMER SERVICE – ASSISTING CUSTOMERS SELECTING JEWELLERY
* SALES – ACHIEVE THE SALES TARGET
* FIELD WORK FOR DISTIBUTION & PROMOTION FOR BETTER CUSTOMER RELATION ON FESTIVE AND OFFER PERIOD
* HANDLED LEAN DEPARTMENT
* PRESENTING PRODUCT TO CUSTOMERS IN AN EFFECTIVE WAY
* HANDLING QURIES OF BUY BACK POLICIES, EXCHANGE POLICIES , PRODUCT RELATED QUERIES OF CUSTOMERS FACE TO FACE & ON PHONE
* HANDLING IRATE CUSTOMERS

**CROSSWORD BOOK STORE LIMITED 1ST APRIL 2008 – 16TH AUG 2009**

**DESIGNATION : CUSTOMER CARE ASSOCIATE**

* CUSTOMER SERVICE – ASSISTING CUSTOMERS SELECTING BOOKS
* SALES – ACHIEVE THE SALES TARGET
* ENROLLING THE MEMBER FOR THE LOYALTY PROGRAM

KEY DELIVERABLES

* MAKING CUSTOMERS LIKE THE BOOK
* PERFORMING CASHIERING IN THE STORE
* VISUAL MERCHANDIZING AND FLOOR SETTING
* PAGING (ANOUNCING SCHEME IN THE SALE PERIOD)

**CAREER HIGHLIGHTS**

RECEIVED CERTIFICATES FOR ACHIEVING TARGET IN THE BOOK REWARD PROGRAM (BRP) AT

CHEMBUR CROSSWORD BOOK STORE IN 2008

**SHOPPERS STOP LIMITED APRIL 2006 – OCT 2006**

**DESIGNATION: CUSTOMER CARE ASSOCIATE**

* ASSISTING CUSTOMERS IN THEIR APPAREL SHOPPING
* GUIDING CUSTOMERS IN MIX MATCH (SKD) SALWAR KAMIZ DUPATTA SECTION
* TAKING ALTERATIONS

KEY DELIVERABLES

TAKING FEEDBACK AFTER SALE

VISUAL MERCHANDIZING AND FLOOR SETTING

**CAREER HIGHLIGHTS**

* ACHIEVED HONOUROF“ASSOCIATE OF THE MONTH” AT CHEMBUR SHOPPERS STOP IN THE YEAR OF 2006 FOR CONSISTENT FOUR MONTHS
* ACHIEVED CERTIFICATES FOR “ACHIEVING TARGET” IN THE LOYALTY PROGRAM FOR CONSISTENT **THREE MONTHS AT CHEMBUR SHOPPERS STOP IN THE YEAR OF 2006**
* ACHIEVED A CERTIFICATE FOR **SIX CONTINUOUS MONTHS** FOR “BEST PERFORMER” AS THE

**“SIKANDER OF CUSTOMER CARE ASSOCIATE”AT CHEMBUR SHOPPERS STOP IN THE YEAR OF 2006**

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| **Year** | **Institute** | **Grade** |
| **2012** | **Post graduate diploma in HRM from Wellingkar’s Institute** | **First class** |
| **2006** | **B.SC Ramnarayan Ruia college** | **Second class** |
| **2003** | **HSC from Ramnarayan Ruia college** | **Second class** |
| **2001** | **SSC from St. Xavier’s High School** | **Distinction** |

**COMPUTER Well versed with Ms Office (Word, Excel, Power Point), Internet & Email**

**Skills**

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Date of birth : 13th Dec 1985

Marital Status : Single

Languages : English, Hindi & Marathi