VarshaSandeshSawant

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Age: 34Years

Marital Status: Married

Languages known: Hindi, Marathi, English,

Education: Completed S.S.C with 74.57% from Kolhapur Board

Completed H.S.C with 61.50% from Kolhapur University

Completed B.A with 50% Kolhapur University

Computer Knowledge: M. S. C.I.T

Work Experience:

1. Presently working as Assistant Branch Manager with EXIDE (ING) LIFE INURANCE.

Job Description: (Jully 2013 –Up till Now)

Key Responsibilities:

* Reporting to Branch Manager.
* Recruitment of Financial Consultant and Advisors and Training and Development and IRDA Certification of Advisors
* Development of Financial Consultants and AdvisorsProspecting Habits, Calling Habits and Work Habits.
* Supervise the Activity Plan of All Financial Consultants and Advisors to Ensure That These Are Being Fulfilled.
* Conduct Weekly Performance Review (PRP) With Financial Consultants and Advisors.
* Identify, Interview And Select New Financial Consultants and Advisors From Open Market.
* Undertake Joint Field Work with Financial Consultants and Advisors and demonstrate successful sales skills.
* Ensure that Financial Consultants and Advisors under supervision perform as per the company rules..
* Motivating the team & generating maximum business out of them.
* Financial Consultants and Advisors Retention Rate and annual FYC standards.
* Provide feedback to trainers on group and individual development of Financial Consultants and Advisors.
* Achievements of set target for Insurance from open market.

2. Worked as a Senior Sales Manager with SamrudhaJeevan Cooperative Society Branch Banking

Job Description: (Jan 2013 – June 2013)

Key Responsibilities:

* Reporting to Branch Manager.
* Recruitment of agents and development of agents.
* Development of agent prospecting habits, calling habits and work habits.
* Supervise the activity plan of all agents to ensure that these are being fulfilled.

Conduct weekly performance review (PRP) with agents.

* Identify, interview and select new agents from open market.
* Undertake joint field work with agents and demonstrate successful sales skills.
* Ensure that agents under supervision perform as per the company rules..
* Motivating the team & generating maximum business out of them.
* Agent Retention Rate and annual FYC standards.
* Provide feedback to trainers on group and individual development of agents.
* Achievements of set target for Fixed deposits from open market.

3. Worked as a Deputy Manager with Indusind Bank in Branch Banking.

Job Description: (Jan 2012 – 25dec2012)

Key Responsibilities:

* Reporting to Branch Manager.
* To ensure Monthly Acquisition targets are met, to ensure monthly target of sales of Third Party Product is met & ensure customer service is provided to HNI Customers.
* To Acquire a HNI Customers and provide them Wealth Management Services.
* Taking care of front counter and lobby management and Lockers in Branch.
* To investigate the complaints and queries received in Talisma and reply to the client and the regulators as the case may be and ensure the same has been closed as per the defined timelines.
* Achievement of Retail Liability&Assets targets of branch. Products like Life Insurance, General Insurance, Savings Account, Credit Card, Mutual Fund, Home Loan and Loan on Property.
* Using applications Kapty, Talisma, Teller, I-Work, DCF, Workflow.

4. Work with ICICI Bank Ltd since July 2006 till Nov 2011.

Work as a Quality Team Leader with Risk & Compliance Team.

Job Description: (June 2010 –Nov 2011 )

Key Responsibilities:

* Reporting to Team Manager
* Handling aTeam of Fifteen Auditors.
* Preparing and publishing quality Mis monthly.
* Conducting Quality Sessions for Officers Under PIP.
* Conducting Team Meets.
* Responsible for Conducting Call Calibrations between Audit Team and Voice Team.
* Responsible for Achieving Target of Team Call Audit and Case Study and Process Improvement.
* Responsible for Conducting Quality Sessions for Induction Batches.
* Responsible to Improve Quality Score and Customer Satisfaction Score of I Bank.
* Responsible to Conduct Quality Reviews Monthly basis with Channel and Risk and Compliance Team.

5 Quality Auditor Cum Quality Trainer with Risk & Compliance Team.

Job Description: (Jully 2008 – May 2010)

Key Responsibilities:

* Monitoring Calls for Quality, Penetration Testing &Fcrm& S2S Audit.
* Monitoring calls for all the agents and giving feedback to them /TL
* Conducting Quality Sessions for the Trainee Agents /Executives and the Bottom Quartile.
* Highlighting problem areas.
* Preparing monthly performance review of agents
* Weekly calibration of calls with Channel
* Conducting sessions for error reduction for the trainee agents /Executives and the Bottom Quartile
* Identification of Risk Prone activities & process
* Run Quality initiated projects for process improvement
* Creativity/Innovation, Process improvement initiatives
* Conduction Training as well as Dipstick for the officers
* Conducting monthly performance review of agents with channel
* Assisting as a Back - up Team leader
* Preparing audit learning’s, case studies in order to reducing errors
* Fcrm Audit, Penetration Testing Audit, Quality Audit, Sales to Service Audit
* Quality trainer for existing officer and conduct induction training.

6. Wealth Management Phone Banking Relationship Manager (ICICI Bank)

Job Description: (July 2007 –June 2008)

Key Responsibilities:

Wealth Segment:

* Servicing and cross selling of products of retail banking and assets to HNI clients.
* Taking care of HNI client’s portfolio.
* Resolution given to all queries and disputeof retail banking & assets product.

7. Work as a Customer Service Phone Banking Officer. (ICICI Bank)

Job Description: (July 2006 – June 2007)

General Banking, Gold Segment & Titanium Segment:

* Well versed knowledge of Fixed Deposits, Recurring Depositsand Savings Accounts Product.
* Resolution of Complaints & Queries for all deliverables (Debit cards, Chequebook, ATM Pin, Internet Banking Password,)
* Resolution given for Disputes of ATM Discrepancies, Cheque Clearance (Local & Outstation), Stop Payments, Ecs, Fund Transfer, Account opening & modification, Internet Banking site problems, Mobile banking disputes, service gestures, reversals, trust limit, Card & pin related, Branch and courier services complaints, Fixed Deposits, Recurring Deposit, Interest disputes, Tax deduction disputes, Domestic and International VPS & MPS Transactions, Retrieval of transactions, Biller disputes, Internet banking fund transfer. Fraud disputes.
* Well versed knowledge of Banking Tools :

I-Core, FCRM, I-View, ICRM, Bank-Away, SMS-Link,E-search,

* Retail Liability Internet banking mobile banking, Account Modification, Reversals & Service Gesture, Card & Pin related:

8. Worked as Customer Service Associates in Reliance Communication

Job Description: (June 2005 – June 2006)

* Handled Complaint and quires of pre-paid and post-paid clients of Reliance Mobile.
* Worked as back up Team Leader.

Hobbies: Dancing, Music andTravelling

Personal Strength:

1. Ability to meet deadline to effective time management

2. Ability to meet under pressure

3. Eagerness to take new challenges

4. Quick learning of new initiative

Date:

Place: Regards,

VarshaSawant