**GAURAV RAJ**

**Mobile**: 9716146521 *~* **E-Mail**: [rajtogaurav@gmail.com](mailto:rajtogaurav@gmail.com)

**Job Objective**

I desire a career, which is always up ward looking with ample of Opportunities of growth; I seek to join an organization, which will use my abilities to the fullest, while providing the Wide-ranging exposure, sufficient responsibilities and independence.

###### PROFESSIONAL SYNOPSIS

* Result driven training & development professional with **Five years** of work experience.
* Currently working with **Bajaj Capital Ltd.** as **Manager- Sales Trainings**
* Previously working with **SMC Global as Senior Sales Manager** and **ICICI PRUDENTIAL as Associate Financial Services Manager.**
* Demonstrated abilities in Financial Planning, implementing sales & marketing activities for any product and accelerating the business growth.
* Strong organizer, motivator, team player and a decisive leader with successful track record in directing from original concept through implementation to handle diverse market dynamics.
* Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with product and service norms.

###### AREAS OF EXPOSURE

###### Trainings

|  |  |
| --- | --- |
| Sales Excellence | Customer Service |
| Product Trainings | Leadership |
| Process Trainings | Supervisory Skills |
| Communication Skills | Presentation Skills |
| Performance Enhancement | Telephone Skills |
| Negotiation Skills | Emotional Intelligence |
| Stress Management | Goal Setting & Time Management |
| Motivation | Positive Attitude |

**Team handling**

* Years of expertise in handling & leading a diverse sales team to over-achieve targeted goals.
* As a sales leader I am recognized for unmatched skills in Motivating, Directing & Monitoring, rapport building, strategizing & closing skills.

**Financial Planning**

* Assessing the client's circumstances
* The client's risk and return objectives need to be determined
* Assessing market conditions, compiling and analyzing socioeconomic data and advising clients on the best investment opportunity
* Suggesting investments such as mutual funds, insurance, stocks and bonds, retirement planning, real estate investment advice and many other services.

###### Sales & Marketing / Business Development

* Running the sales and marketing operations & accountable for increasing sales growth and driving sales initiatives in order to achieve business goals.
* Conducting competitor analysis by keeping abreast of market trends & achieving market share metrics.

Developing new market for company to increase sales.

###### Client Relationship Management

* Managing customer centric operations, forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms.
* Interfacing with clients for understanding their requirements & suggesting the most viable solutions / products and cultivating relations with them for customer retention & securing repeat business.
* Developing relationships with the institutional customers in target markets for business development.

**Additional Exposure**

* Managing different activities and promotions time to time.
* Working on Excel, MS-Word, and PowerPoint from more than 5 years.

###### ORGANISATIONAL EXPERIENCE

**BAJAJ CAPITAL LTD.,** Corporate Office, Nehru Place New Delhi – *Nov 2010 to* ***Till Date***

**As Manager – Training and Development Academy**

**Role**:

* To define and improve the Training systems, process and policies to achieve the organizations missions.
* Designing & developing content for various processes and Training programs.
* Ensure continuity in staff growth and development thereby enhancing there performance.
* Preparing training calendar and manage training programs as per the training calendar.
* Providing Handholding training to the trainees with the help of joint calls.

**SMC GLOBAL,** Pune - *Aug 2009 to Oct 2010*

**As Senior Sales Manager**

**Role**:

* Responsible for handling the team of financial sales executives to generate business.
* Responsible for team recruitment for maintain the team size.
* Conducting regular check to ensure customer retention.
* Responsible for Sales Forecasting and actual sales.

**ICICI PRUDENTIAL LIC PVT LTD,** Pune - *March 2008 to July 2009*

**As Associate Financial Services Manager**

**Role**:

* Responsible for Direct Sales of life insurance
* Involved in campaign activities to generate the leads

**EDUCATION**

**CMBA (Marketing)**, from Suryadatta Institute of Business Management &Technology, Pune in 2008.

**B.Com**. from Allahabad University in 2006.

**H.S.C**. from U.P. Board in 2002.

**S.S.E** from U.P. Board in 2000.

**Awards and Achievement**

* Certificate of Excellence for completing my flash target at ICICI Prudential
* Certificate of Excellence by ICICI Prudential for excellent performance in financial year 2008-09
* Certificate of Excellence by SBI Life at SMC Insurance Brokers Pvt. Ltd.
* Letter of Appreciation from the Director of SMC Insurance Brokers Pvt. Ltd.

**PERSONAL DETAILS**

Father’s Name: R. P. Srivastava

Date of Birth: 12 Oct 1986

Marital Status: Single

Address: 143/9, Vasant kunj, Delhi

Permanent Address: Chitrance Bhavan, Mo. Nawagarhi, Gonda Road, Bahraich

271801(U.P.)

**I hereby declare that the above given information is true to the best of my knowledge.**

Date: \_\_\_\_\_\_\_\_\_\_

Place: \_\_\_\_\_\_\_\_\_\_ (Gaurav Raj)