



SHILPI VERMA

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A competent professional with over seven years of experience in sales and marketing, client servicing and sales promotion in the financial service sector.

CORE COMPETENCIES

- Capable of working in a challenging and competitive environment utilizing analytical and logical skills for the constructive growth of the business without compromising on the qualitative service and quantitative sales targets.
- Excellent communication and interpersonal skills and ability to adjust accordingly to the organization..
- To develop and strengthen customer relationships by anticipating needs and providing appropriate solution to those needs.
- Adept in customer service and resolving customer complaints.
- Constant and quick learner and willing to make use of acquired skills appropriately while discharging duties.

CURRENT EMPLOYER

INDIAFIRST LIFE INSURANCE CO. LTD.

BUSINESS MANAGER - Bancassurance (Bank of Baroda)
(Aug 2010 to Jan 2016)

Current Responsibilities:

- Thoroughly discussed with each prospect, analyzed the needs, explained the suitable plans and offered the appropriate product as per his/her needs.
- Responsible for delivering Insurance products of the bank.
- Maintained proper database of existing clients and the new clients and kept live contacts with them thereby increased new business and renewal collection.
- Established and maintained good customer relationship by providing excellent customer service to each client.
- Submit new customer claims.
- Know about my branch profile and identify the lead generators and also help new L.Gs in lead identification and becoming active.

Special Achievements:

- Collected highest Renewal premium collection of Lucknow region in 2013-2014.
- Qualify the contest "**June Ka Junoon**" contest (April to June) and "**Shaandar September**" (July to September) and eligible for Banca Champion Club.

- Qualify the contest **“Champion of Champion’s” (BFWP) in March 2012, titled as a “silver Champion”.**

EMPLOYMENT HISTORY

1) **ING VYSYA LIFE INSURANCE CO.LTD.**

Sales officer - Bancassurance (The Nainital bank Ltd.)

(Dec. 15th 2008 to 31 July 2010)

Responsibilities:

- Responsible for people coordination between ING vysya life insurance .co.ltd. & Branch manager from Respective Branch & also for attribute Business & Volume.
- Responsible for delivering Insurance and Investment products of the bank.
- Successfully monitoring banking products, sales activities and increased the sales.
- Maintained proper database of existing clients and the new clients and kept live contacts with them thereby increased business.
- Established and maintained good customer relationship by providing excellent customer service to each client. This facilitated repeated sale to the clients or their family members and getting references of people known to them for marketing insurance products.
- Make proper follow-up without causing any inconvenience to the prospects and sell them the required products, thereby generating new business.

Special Achievements:

- Awarded with Certificate, a Personalized Calendar and also Dinner with RM for excellent performance in terms of achieving highest no. of policies in the contest ‘Dine with Boss’ held for the period from 1st to 31st Dec’2009
- Also awarded with a personalized watch and Certificate signed by Director (alternate Channel), ING Vysya Life Insurance Co Ltd., for being among top three performers in north zone .
- Awarded with yet another ‘Appreciation Certificate’ for again achieving maximum no of policies in subsequent contest ‘Dine with Boss-II’ held for the period of Feb 2010.

2) **Hutch Essar Limited (April '05 to May'08)**

Designation: Team leader (outbound call division)

Location: Lucknow

Team: 12 Team Members

EDUCATIONAL QUALIFICATIONS

Course Title	Institution/University	Year of Passing
MBA	Sikkim Manipal university- (Marketing/HR)	2009
M.A	Lucknow University	2004
B.A	Lucknow University	2002
Intermediate	Up Board	1999
High School	Up Board	1997
O'level	DOEACC	2004

COMPUTER EXPERTISE

Completed one year Diploma in Software Technology & passed 'O' level from DOEACC.

PERSONAL PARTICULARS

Date of Birth	21 st July, 1983
Father's name	Mr. Vinod Kumar verma
Mother Tongue	Hindi
Marital Status	Single
Language Fluent in	English, Hindi

Thanks & Regards,

Shilpi Verma