

Kumar
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Seeking middle managerial assignments in the domain of Middle Management with a leading organization of high repute In Company

PROFILE SUMMARY

- A qualified MBA Graduate with nearly 5 years' of experience in Branch Operations Management, Client Servicing.
- Gained significant experience in cementing healthy relationship with clients for generating business and leading workforce towards accomplishing business and corporate goals
- Demonstrated abilities in managing & leading overall functions and accomplishing desired targets
- Skilled in managing teams to work in sync with corporate set parameters & motivating them for achieving business & individual goals
- Dexterous in assessing customer feedback, evaluating areas of improvements and providing critical feedback
- Gained significant exposure in processes, financial market and lay down structure of the department
- An effective communicator with honed interpersonal, leadership, analytical, planning and logical skills

CORE COMPETENCIES

Client Relationship Management

Legal & Risk Management

Branch Management

Fund Management

MIS Management

Cross - Selling

- Harmonizing with organization's macro level plans for aligning resources in line with finalized targets of branches
- Overseeing operations for achieving increased growth and bottom-line profitability, designing and streamlining processes to ensure smooth functioning of the business operations
- Implementing competent business strategies to market a wide range of products for achieving pre-set sales & profit targets
- Managing customer centric operations for ensuring satisfaction by achieving delivery & service quality norms; identifying prospective clients and generating business from existing client; thereby achieving business targets
- Maintaining healthy business relations with clients for ensuring maximum CSAT by achieving delivery & service quality norms

Key Result Areas:

As Customer Service Associate – Operations:

- Looked after:
 - Policy servicing and finance control
 - As a branch Underwriter.
 - Issuance of Policy Document
- Handled customer grievances by resolving their issues & queries
- Handled claims & Grievances.
- Wealth Visits for Cross selling and Revenue generation
- Handling MISs on Persistency, Surrender Retention Data.
- Responsible for branch Cash Collection at Service desk.

Highlights:

- Acknowledged with Excellence Award for branch Reach Out in 2015
- Bagged Top Achiever Award in S2S for lucknow in Jan 2015
- Achieved EVP Challenge Award for S2S For Lucknow in 2014

INTERNSHIP

Organization: NTPC Ltd, Sonebhadra.
Designation: Management Trainee
Duration: 45 Days
Description:

- Training & Development

ACADEMIC DETAILS

(2008-2011)