

**Kiran N**

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Seeking assignments in sales and customer service with an organisation of repute.

SYNOPSIS

- A result oriented professional with over 05 years of experience in Banking Operations , Sales & Marketing, in financial services (3 years).
- Currently working with Hdfc Bank Ltd as Deputy Manager.
- Consistently achieved & exceeded sales target through the career graph.
- Hold the distinction of becoming Joint Secretary of Lions Club and Jaycees international within one year of joining.
- Received awards from Chief Operation Officer of the company.
- Possess excellent communication & leadership skills with the ability to mentor & motivate team members.

AREAS OF EXPERTISE**Sales & Marketing**

- Analyze, plan and coordinate sales programs; identify & coordinate marketing of services, programs.
- Conduct demographic & marketing studies to identify trends to maximize effectiveness of marketing efforts.
- Research targeted markets & evaluate strategies to identify potential consumers of products & services.
- Recommend policies regarding pricing, promotion, product & market evaluations & marketing plans.
- Implement marketing research strategies to identify appropriate markets and evaluate the effectiveness of various marketing plans.

Operations

- Joint custodian for sys-admin and setup within the branch.
- Ensure that password sharing does not happen.
- Checking of all account opening forms, Monitoring thatkal kits issued to customers, clearance of exceptions raised by the concurrent audit team and monitoring.
- Monitoring cheque dummy accounts on daily basis.
- Authorization of stop payment requests at branch, monitor lockers and other related operations.
- Checking all the mandatory reports on daily basis, Checking of the profile of new customer as per process.

- Ensuring settlement of all death claims within 15 days of submission of all documents
- EOD stock tally of all the deliverables at branch.

Relationship Management

- Build and strengthen relationships with key accounts and opinion leaders.
- Close co-ordination with all staffs in the branch for ensuring smooth and profitable operations.
- Liaison with government officials.
- Identify and network with financially strong and reliable channel partners resulting in deeper market penetration and reach.

Training & Development/ Recruitment

- Plan, schedule and supervise work for the group, ensuring proper distribution of assignments and adequate manning, space and facilities for performance of tasks.
- Recruit & Train advisors & staff.
- Provide direction, motivation and training to field sales team for ensuring optimum performance.
- Responsible for recruiting, mentoring & training personnel and advisor's to deliver quality services in market.

ORGANISATIONAL DETAILS

Since September 2015 to working with HDFC Bank Ltd.

- Deputy Manager Retail branch banking.

From December 2013 to 2015 August worked with Reliance Life Insurance Company Ltd.

- Executive Sales Manager (September 2014 to Till Date)

The Notable Accomplishments

- Executive Sales Manager of Kollam Branch , Handling 53 Insurance advisors and 5 telecallers.
- Achieved level promotion within 7 months of joining.
- Over achieved the Targets in all parameters (WRP, NOP, Recruitments , & Activation) for the F Y 2014- 2015 .
- Was the No 1 Sales Manager of Kollam Branch, Handling 53 Insurance Advisors with an average Monthly Wrp of Rs 10,00,000 (Ten Lakhs) with an average NOP of 35 nos

From May 11 to October ' 13 worked with Popular Mega Motors pvt Ltd.

- **Sales Supervisor**

The Notable Accomplishments

- *Handling , 04 Sales Officers in commercial vehicle section*
- *Achieved level promotion within 01And 03 Months.*

From May 07 to April 11 worked with Reliance Life Insurance Company Ltd.
Career Path

- Insurance Advisor (May 07-April 2011)

The Notable Accomplishments

- Selected to attend annual sales convention of Reliance Life Insurance and went to Agra, for excellent performance in 2010.
- Selected to attend annual sales convention of Amp Sanmar Life Insurance and went to Goa, for excellent performance in 2009.

SEMINARS & TRAININGS ATTENDED

- Attended the program conducted by Mr. Ganesh C Nair 3 Days residential program On insurance sales .
- How to build a Million dollar business By Anup Rao (CEO Reliance life)2 days residential program.
- Attended a seminar on Insurance Sales conducted by Subrahmanya Ayyar.
- Finsight Champion on Debt, Equity, Real Estate and Tax

ACADEMIC

- Pursuing MBA from , University of Kerala , Thiruvananthapuram
- BSC Polymer Chemistry from M M N S S college Kottiyam , University of Kerala.
- Sanitary Inspector diploma from All India Institute of Local Self Govt.
- HSC from N S S Higher Secondary School Chathannoor, Kollam.
- SSLC from N S S Higher Secondary School Chathannoor, Kollam.

CERTIFICATION

- NISM certificate.
- IRDA certificate.
- Internal certifications.

Extra Curricular Activities:

- Joint Secretary of Lions Metro Club , Kottiyam
- Joint Secretary of Jaycees International , Kottiyam
- NCC "C, B & A" certificate Holder
- Athletics

PERSONAL DETAILS

Date of Birth : March 28, 1989
 Address : DevakiNilayam, Kummalloor (p o), Kaithakuzhy, Kollam
 Kerala pin 691573.