

Aparna Khot

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Email:

Seeking Middle level positions in Retail Banking Operations or Bancassurance with leading organisations

PROFESSIONAL SYNOPSIS

- ❑ A competent professional with **over 12 years** of experience in the areas of Sales & Office Administration looking forward to a career in Administration and HR in leading organizations.
- ❑ **Good Exposure to Current trends in Industry , well informed and updated.**
- ❑ High level of professionalism, quick learner with excellent communication skills, result-oriented dynamic approach and positive attitude
- ❑ A strategic planner with expertise in managing operations and implementing strategies towards enhancing market penetration, business volumes and growth.
- ❑ Adroit in managing & Coordinating teams for running successful process operations & experience of developing processes.
- ❑ **An out-of-the box thinker with exceptional communication skills & relationship building skills; strong analytical, problem solving & organizational abilities.**
- ❑ Excellent analytical, negotiation & inter-personal skills with demonstrated communication and relationship management abilities.

CORE COMPETENCIES

Operations Management

- ✎ Supervising the preparation of MIS and various other business reports to apprise top management of the routine business operations and assist in critical decision-making.
- ✎ Evaluating internal control systems / procedures, preparing audit reports with a view to highlight the shortcomings and implementing necessary recommendations.

Team Management

- ✎ Coordinating manpower planning, recruitment, selection and training in the organization and involve in policy formulation.
- ✎ Creating & sustaining a dynamic environment that fosters development opportunities & motivates high performance amongst team members.

Client Relationship Management

- ✎ Building and maintaining healthy business relations with major clients, ensuring the customer satisfaction by achieving delivery and service quality norms.
- ✎ Leading and monitoring performance of team members to ensure efficiency in operations and meeting of targets.

Sales & Marketing

- ✎ Conceptualising & executing strategies to drive sales, augment turnover and achieve desired targets as well as profitability of operations.
- ✎ Identifying, qualifying and pursuing business opportunities through market surveys and mapping as per targeted plans as well as through lead generation.
- ✎ Monitoring competitor activities and devise effective counter measures.

ORGANISATIONAL EXPERIENCE

24th May 2011 to 18th Jan 2013 : Kotak Life Insurance Company Ltd as Sales Manager

- Job Included Recruiting, Training and Retaining Freelance Life Advisors
- Motivating them to Achieve Targets
- Recruited 14 new Financial Consultants
- Organizing Group Sales Presentations
- Good at Team Handling and Motivation
- Trained Financial Consultants on Products and Selling Skills as well, in monthly team meetings
- Qualified for "License to Glory " Contest, logged in 5 new licenses in one month.

9th June 2009 to 16th February 2011 : Path Finders Financial Approach Pvt. Ltd., as Office Executive

Role:

- Office Administration
- Arranging Training Programmes for Equity Market Beginners
- Investor Relationship Management
- Managing end to end completion of Real Estate Investment deals
- Distribution of Daily Stock Market updates to clients
- Took a break for two months of July- August 2010 due to transfer and relocation to Pune.

**Worked as Students Counsellor with UTS (a division of MIT Institute Pune) for two months Since July 2010 to August 30 2010 in Pune.
Resumed Path Finders thereafter.**

1st September 2004 to 25th December 2007: John Fowler Ophthalmics Pvt. Ltd., Aurangabad as Front Office Assistant

Role:

- Handled Front Office independently , reported to General Manager
- Also worked as Personal Assistant to GM
- Handled Inward and Outward Correspondence
- Helped in documentation for Compliance and Audit Purposes
- Co-ordinating for Travel and Accommodation for Guests/Staff of the Company.
- Attending all important meetings and circulating minutes of meeting.
- Following up with concerned people for all the issues discussed /pending as per minutes of meeting.
- Facilities Management, Negotiating and Finalising Annual Maintenance Contracts –AMCs with Vendors

4th April 2003 to 7th June 2004: Lyka Hetero Health Care Ltd. (as Medical Representative) for Aurangabad District

- Responsibilities included Meeting Doctors and Generating Prescriptions,
- Ensuring Availability of products at Chemist Outlets, Maintaining Stocks at Distributor and Stockist Level. Meeting both Primary and Secondary Sales Targets and Collections

29th May 2002 to 13th March 2003: Kare Health Care Ltd. (as Medical Representative) for Aurangabad District

- ☞ Responsibilities included Meeting Doctors and Generating Prescriptions,
- ☞ Ensuring Availability of products at Chemist Outlets, Maintaining Stocks at Distributor and Stockist Level. Meeting both Primary and Secondary Sales Targets and Collections

TRAININGS

Attended the following trainings:

- ☞ Quality-John Fowler Ophthalmics Pvt. Ltd
- ☞ IRDA Qualified to Sell Life Insurance
- ☞ Siddha Samadhi Yoga- Meditation Course

PROJECTS

- ☞ Submitted a Project on Recruitment of Agent Advisors in Insurance Industry - while undergoing MBA.
- ☞ Successfully activated the Allocated Agent Advisors who were recruited by Other Sales Managers and were demotivated after putting some or No business and were not willing to continue. Persistent Followups and joint calls yielded conversion and activation.
- ☞ Similar Project for lapsed Policy holders for LIC is undertaken and has yielded positive results.

ACADEMIC CREDENTIALS

2010 **MBA (HR)** via Distance Learning Yeshwantrao Chavan Maharashtra Open University ,Nasik
 2000 **B.Sc (Physics, Computer Science,Maths)** **SBES College of Science**, Aurangabad

IT SKILLS

- ☞ Well versed with MS Office, Internet

ABILITIES:-

Ability to handle multiple tasks simultaneously
 Aggressive & Persistent
 Excellent human relationship skills
 Work Proactively to achieve immediate and long terms goals
 Sound Know how – Customer Service
 Quick learner with an ability to achieve the organizational goals

PERSONAL FORTE

Date of Birth : 23rd July 1980
 Contact Address : Spectra C-702, LOdha Casa Bella Gold, Palava, Village Nilje, Near Khidkaleshwar Mahadev Mandir , Off Kalyan Shil Road, Dombivali East – 421203
 Languages Known : English, Hindi & Marathi
 Marital Status : Married

REFERENCES :- Can be provided on request.

