

GURDEV SINGH

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A challenging position in an organization, which encourages growth and leadership opportunities, wherein, my technical, analytical and communication competencies can be utilized as well as enriched in order to achieve personal, professional and organizational goals.

ACADEMIC CREDENTIALS

- ü Bachelors of Arts from SMU UNIVERSITY 65% marks in the year 2005.
- ü Class 12th from C.B.S.E with 68% marks in the year 2002.
- ü Class 10th from C.B.S.E with 50% marks in the year 2000.

PROFESSIONAL SNAPSHOT

- ü A result oriented professional with an experience in gamut functions such as Customer Service, Cross Selling and Relationship Management.
- ü Experience in operations and sales for driving business by effective relationship management and delivery of Value Added Services.
- ü Possess excellent interpersonal, communication and organizational skills with demonstrated abilities in Customer Service and Cross selling.

PROFESSIONAL EXPERIENCE

MaxLife Insurance CO.Ltd.(Feb 2013 to Till Date)

Key Responsibilities as Assistant Manager -Axis Bank Investments of Life Insurance & Operations

Customer Service and Branch Operations

- Attending customers and satisfying them by providing adequate solutions to their queries, handling branch operations such as new business, Renewals, requests, deliverables, 80° and other customer queries.

Relationship Building and Portfolio Handling

- Handling customer's portfolio and attending their concerns, complaints and suggestions and undertaking steps for resolving them effectively and efficiently.
- Managing customer's portfolio and cross-selling to them.
- Building, nurturing and maintaining healthy, cordial mutually beneficial business relationship with customers.

Business Development and Marketing

- Generation and conversion of leads for various products and services offered by the bank thus adding to revenues of the bank.
- Guiding customers to use alternate banking investments and delivery channels, which include requisitions placed through eCRM, Traditional & Ulip products and give product as per customer needs.

Audit and Compliance

- Assuring timely submission of reports to internal and external regulators.
- Diligently follow the banking rules and practices and adherence to KYC guidelines.
- Taking care of High Value Investments and report if any suspicious transaction found.

WORK EXPERIENCE

WORKING AS A ASSISTANT MANAGER IN AXIS BANCA CHHANEL FROM 28feb2013 TO TILL DATE.

WORKED AS A SALES OFFICER IN KOTAK MAHINDRA BANK.

WORKED AS A TEAM MANAGER IN HDFC BANK LTD.

WORKED AS A RELATIONSHIP MANAGER IN ANAGRAM STOCK BROKING LTD.

ACHIEVEMENTS & EXTRA-CURRICULAR ACTIVITIES

- ü Won contest HONG KONG tour in March 2014 of PAN INDIA & 2nd in Panchkula circle
- ü Cluster SERVICE AMBASSADOR in AXIS BANK (LIFE INSURANCE).
- ü Secured 2nd position in EXTEMPORE contest held at PANCHKULA CIRCLE.
- ü Won 1st prize in RPC(Renewal Premium Collection)
- ü Regular Blood Donor of Shaheed UDHAM SINGH Blood Transfusion Council.
- ü Certificate of Appericiation Awarded in month of June,2015

PERSONAL DOSSIER

Date of Birth : 27july,1985
Address : C-29, Atam nagar Jagadhri,Haryana-135003
Languages Known : English, Hindi and Punjabi

OTHER INFORMATION

Over a period of time I have realized my potential and have seen gradual changes and growth in me. These changes made me believe that hard work is the key to success and faith in oneself plays an important role. I have always tried to put in my best efforts for the work I 'am into, whether it is my work, academics or extracurricular activities.

(GURDEV SINGH)