

RAVI NIWAS

☎: +91- 9871147434

✉: raviniwass@gmail.com

🏠: HOUSE NO. 744/7 GOVIND PURI,
KALKA JI, NEW DELHI – INDIA

MISSION

To work in an organization where I am able to contribute to the organization's growth and profitability with my skill and in turn get an opportunity to gain exposure and expertise that would help me build a strong and successful career.

PROFESSIONAL SNAPSHOT

- Experience of more than 8 years and 7 months in the field of Customer Management.
- Exceptionally good communication skills with the great ability to demonstrate and explain the things.
- Very active, punctual and responsible.
- Great skills of management and organizing the things with the great ease.
- Profound ability to prioritize the essential tasks with the proficient secretarial skills.

QUALIFICATION

	Board / Institute / University
Graduate	MS University Ghaziabad
12 th	N.I.O.S Delhi
10 th	C.B.S.E Delhi

Technical Skills: Successfully completed six months Basic computer course

ERP : Tally 7.0

Tools & Packages : Front Page, MS Office.

Operating systems : Windows Xp, windows Vista, Windows 2003

PROFESSIONAL EXPERIENCE

Working with Ryan construction Pvt ltd as a sales manager January 2012 - till date.

Responsibilities :-

- Ensure high level of customer service. Manage difficult customer situations.
- To go out and acquire new Customers.
- To aggressively attack the sales target and over achieve it
- Maintain proper records of client communication and advise given.
- Understand and advising clients based on their needs and long term goals.

Worked with Kotak Mahindra old Insurance, as a Financial Planning Manager October 2008-December 2011

Kotak Mahindra old Insurance (Kotak Life Insurance) is a joint venture between Kotak Mahindra bank Ltd. The Kotak Mahindra Group is one of India's leading and financial services organizations with offering across personal financial service, commercial banking, investment banking, stock broking, asset management and life insurance. The company has 188 branches in over 134 cities and a workforce of over 5,900 employees. It aspires to spiraling growth with a strong focus on the customer, products mapping of geographic channels and fund performance.

Responsibilities :-

- Providing information and interacting directly with the customer to solve their problems.
- To handle schedules and other related personal issues for employee.
- Direct and coordinate activities of branch office.
- Hire and train workers in performing activities, such as selling insurance, processing insurance claims, and underwriting.
- Review activity reports to ensure that personnel have achieved sales quotas, processed claims promptly, and credited collections to policyholders' accounts.
- Interpret, implement, and enforce company policies.
- Prepare and submit daily activity reports.

Barclays Bank (Direct Channel) as a Relationship Manager October 2006- September 2008

Barclays Bank lend, invest and protect money for more than 50 million customers in over 50 countries and have over 300 years of history and expertise in banking. Our services include retail and commercial banking, credit cards, investment banking, wealth management and investment management services across Europe, Africa, Asia and the United States of America.

Responsibilities :-

- Ensure high level of customer service. Manage difficult customer situations.
- To take care of a portfolio of Excel Customer as a one point contact of the Bank
- To go out and acquire new Customers.
- To aggressively attack the sales target and over achieve it
- Keeping clients and self updated on market opportunities based on research recommendation and fund house interaction.
- Maintain proper records of client communication and advise given.
- Understand and advising clients based on their needs and long term goals.
- Participate actively in sales planning with the line manager to generate action plans for meeting targets.

PERSONAL DETAILS

MARITAL STATUS	:	Married
DATE OF BIRTH	:	27 th January 1986
GENDER	:	Male
FATHERS'S NAME	:	MR. Ram Niwas
RELIGION	:	Hindu
NATIONALITY	:	Indian
LANGUAGES KNOWN	:	English, Hindi, Punjabi

Date: 9/9/15

Place: New Delhi


(Ravi Niwas)