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| **ALOK TRIPATHI,**  Address : C-85, Yamuna Vihar, Delhi 53  Phone : 9999485657  E-mail : alok7191@gmail.com  Date of Birth : Aug 15, 1991 |  |

# Career Objective:

**Resume**

A platform which gives me a chance to exploit my interest in the field of sales & marketing, fulfill my desire to do something out of the box, explore my talent and showcase my skills properly.

# Work Experience:

**Bank**: ICICI bank (June 2012 to August 2014).

**Role**: Sales Associate

**Period of Service:** 2 years 2 months

**Job Responsibilities:**

* Sales and marketing.
* Exhibited exceptional level of customer service on a daily basis.
* Served as a key member on the sales team.
* Handled customer service on a daily basis. Opened new accounts as needed.
* Played a key role in generating leads and referrals.

**Bank:** YES Bank (August 2014 to current)

**Role:** Relationship Partner

**Period of Service:** 8 months

**Job Responsibilities:**

* Sales and marketing.
* Exhibited exceptional level of customer service on a daily basis.
* Increased customer satisfaction level.
* Handled customer service on a daily basis. Opened new accounts as needed.
* Executed all aspects of customer relationship management successfully.
* Analyze market trends to maximize Bank sales.

# Key Skills:

* Sales & Marketing
* Customer Service
* Internet Marketing
* Computer Soft Skills
* Positive attitude
* Pro-active approach
* Hardworking & determined

# Professional Qualifications:

* Sales and Marketing’s training organized by ICICI Bank
* Software diploma from NIIT

# Interests:

* Sales & Marketing
* Customer support
* Web social applications (i.e. Facebook)

# Academic Qualifications:

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| SCHOOL/COLLEGE | **AWARD** | **YEAR** | **BOARD** | **PERCENTAGE%** |
| G.B.S.S SCHOOL | X | 2006 | C.B.S.E | 59.30% |
| G.B.S.S SCHOOL | XII | 2008 | C.B.S.E | 68.74 % |
| ZAKIR HUSSAIN COLLEGE(D.U) | B.A | (2008-11) | D.U | 51.25 % |

# Key Competencies

**Problem solving, analytical skills and decision making**

* Able to effectively handle difficult and stressful situations with poise, tact and patience, while demonstrating a sense of urgency.
* Able to anticipate, identify and solve critical problems.

**Communication, interpersonal and teaming skills**

* Good interpersonal and communication skills.
* Good written and spoken English. (With good Email etiquettes)
* Ability and willingness to give and receive honest, balance feedback.

**Work management, organization and planning**

* Excellent organizational skills with strong attention to detail, efficient time management, and the ability to prioritize work effectively.
* Independent and proactively communicates issues, priorities, and objectives.

**Customer and business focus**

* Strong collaborative skills and able to adjust approach to effectively interact with customers at all organizational levels.
* Focus on excellent customer service and user needs.

# DECLARATION:-

I hereby declare that the information’s furnished above are true to the best of my knowledge.

(Alok Tripathi)