**Rishi Kant**

**Mobile:** +91-7814506409 **~ Phone (R):** +91-9315339902 ~ **E-Mail:** [Sharma\_rishi20@yahoo.in](mailto:Sharma_rishi20@yahoo.in)

**Apercu**

A professional with more than **5.5 years** of experiencein the Banking and Insurance Industries. A proactive planner with expertise in leading the growth of profitability by persistency, retention, increasing sales, expanding services and products to existing clients. Proficient in running successful process operations & experience of developing procedures, service standards for business excellence. Knowledge about prevalent economic/ financial reforms in insurance market with excellent team building, communication, relationship management and analytical skills.

**Core Competencies**

* Customer Service / Retention / Training / Business Intelligence / MIS
* Vendor Management / Channel Management
* Estimating the demand & forecasting the same.
* Delivering required customer support and working for satisfying the customers and stakeholders.

**Professional Experience**

**DHFL Pramerica Life Insurance, Chandigarh Since Mar’12**

**Senior Executive - Renewals**

**Role:**

* Responsible for managing the retention and business recovery portfolio for three channels in Chandigarh region for orphan Base.
* Understanding payment trends in Indian Insurance Market.
* Handling persistency of Chandigarh region covering 7 Branches: in Tied – Agency, Defense and Shiksha Uday channel of the company.
* To ensure circulation of regular MIS / Renewal Data to all concerned stakeholders.
* Responsible for preparing monthly dashboards based out on market research.
* To address customer queries (internal and external) within specified TATs and redress customer complaints monitor and reduce complaints through process improvements.
* Ensure zero customer complaints from respective assigned location.
* Regular monitoring of renewals on all stages- viz., Premium Paying / Overdue/ Lapsed/ Revival stages

**Accomplishments:**

* Retain more than of 60 Lacks from lapse base of the company in first nine month.
* Efficiently introduced new processes to increase persistency of the company.
* Joined as an Executive and got promoted in nine months as Senior Executive on performance basis**.**
* Achieved 2nd Position among all CROs in Pan India.
* Succeeded in Maintaining Discrepancy Level Zero.

**Green India Network (P) Ltd, Panchkula Nov’10 - Mar12**

**Company Coordinator**

**Role:**

* Coordinate with all the vendors of the company
* Taking care of entire customer and distribution channel of the company
* Responsible for managing all events and meeting seminars of the company
* Providing support in making all the strategies effects cost cutting
* Processing customer requests and solving customer complaints within the specified TAT

**Axis Bank Ltd, Panchkula June’09- Oct’10**

**Business Development Executive**

**Role:**

* Taking care of entire current accounts of the branch.
* Meeting the quality & quantity parameters while sourcing accounts for the branch
* Responsible for all the possible services to clients help in maintain their relationship with the bank
* Cross Selling of other products of the bank

**Accomplishments:**

* Awarded with Club Elite Award 3 times in 3 months in Axis Bank Ltd, Panchkula
* Awarded with Punjab Ferrari award in Axis Bank Ltd.
* Won Channel Sprint contest in Axis Bank Ltd.

**HDFC Bank Ltd, Yamuna Nagar June’08- May’09**

**Contract Sales Executive**

**Role:**

* Sourcing of new current accounts for the branch
* Customer Services.
* Cross selling of other products of the branch (FD, Saving Accounts, credit Card).

**Academic Credentials**

* B.A. from Guru Nanak Khalsa Collage, Yamuna Nagar affiliated from Kurukshetra University in 2008
* 12th ( Commerce ) from Haryana Board of School Education in 2005
* 10th from Haryana Board of School Education in 2003

**IT Skills**

* Well versed with MS-Office (Word, Excel and Power Point) and Internet Explorer.

**Personal Dossier**

**Father Name:** Sh. Rama Kant Sharma

**Date of Birth:** 1st September 1987

**Marital Status:** Single

**Address:** # 835, Behind Krishna Market, Yamuna Nagar (Haryana)

**Linguistic Abilities:** English, Hindi and Punjabi.

**(Rishi Kant)**