**ANDREW DAVID**

## **Contact Details**

## **Address:** AK-43, 9th Street,11th Main Road,

## Anna Nagar West,

## Chennai-40

Phone: 91-44-26264513

Mobile: 91-8939727513

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| **Phone:**  **Mobile:** | + 91 – 44 - 26264513  + 91 - 8939727513 |
| **Email Address:** | [ann19\_david@yahoo.co.in](mailto:ann19_david@yahoo.co.in) |
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## **Profile Summary**

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| **Summary:** | Over 8 years experience in Marketing, Sales and Customer Service in Retail and Banking Industry at various levels; proactive, dynamic and enthusiastic team player with excellent communication, coordinating, problem solving, negotiating, inter personal skills and multitasking capabilities |

## **Skills Summary**

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| **General Skills:** |  Pro-active team player with an eye for detail   * Great inter personal and people management skills * Excellent investigating and problem solving skills * Strong multi tasking capabilities * Excellent oral and written communication skills * Well organized, dependable, flexible and sincere * Calm, patient and approachable |
| **Technical Skills :** |  Basic Computing Skills   * MS-Office – Word, Excel, PowerPoint * Basic Internet and Email operations |

## **Employment History**

**ICICI Prudential Co., Ltd, Chennai**

Position Held: Senior Financial Service Manager – Sourcing

Channel ICICI Bank

Start Date: July 2012

End Date: July 2014

Responsibilities

* Handling Investments and Insurance in ICICI bank.
* Cross sell of CASA, ASSET, MUTUAL FUND products.
* Providing services for NRI segment customers.
* Providing services and NAV updates for the privilege customers.
* Providing service and market updates for HNI clients.
* Maintaining database of the existing customers and generating references.
* Identifying the market scenario and suggesting the customers for switching options from debt fund or Equity fund for ULIP products

Achievements

* Activation of CAFOS in the branch.
* Conducting knowledge-based programs for the branch employees.
* Conducting insurance product training for the branch staff on a regular basis.
* Offering solutions for the customers to meet out their long term goals.
* Motivate the team members to do the business.
* Handling customers quires and complaints.
* Overachieved the targets in month on month basis.

**Met- Life Insurance, Chennai**

Start Date: December, 2011

End Date: July 2012

Position Held: Sales Manager

Responsibilities

* To sell various types of insurance policies to individuals and businesses professionals on behalf of the organization
  + - To utilize my marketing strategies in competing with other insurance companies
* To make necessary changes in insurance programs to suit individual customers that covers a variety of risks
* Created lists of potential clients for providing leads of additional business
* Responsible for selling insurance to new as well as existing clients
* Meet potential clients and gave detailed information about the features and advantages of policies offered

Suggested the amount and type of coverage according to the analysis of client's situations and utilized influential sales techniques

## **Standard Chartered Finance Limited, Chennai**

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| Start Date: | August, 2010 |
| End Date: | June, 2012 |
| Position Held: | Corporate Sales Officer |
| Responsibilities | * Promoting the highest level of customer service and providing financial solutions to Consumer Banking Customers * Creating a potential customer database for new business development * Ensuring credit portfolio is managed in an efficient manner with zero expired facilities * Cross-selling other bank products to increase total portfolio * Planning and coordinating to achieve the assigned targets * Maintaining a close coordination with operations staff to provide prompt and excellent service to our customers * Identifying the needs and wants of customers and guiding * them towards choosing the best financial solution * Following the sales management process on a regular basis * and submitting required reports to the Branch Manager promptly |

**Barclays Bank, UAE, Dubai Branch (Derby Agency)**

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| Start Date: | September, 2007 |
| End Date: | October, 2009 |
| Position Held: | Sales Officer |
| Responsibilities | * Marketed Financial Products * External client liaison at corporate level – built and maintained business relations * Developed and improved customer relations through down-to-earth, people friendly and diplomatic approach * Led by example and achieved further increase in customer delight through the services provided which eventually led to increase in client base and revenues * Coordinated and maintained customer support operations * Always achieved my targets |

**Home Centre L.L.C. – ABU DHABI, UAE**

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| Start Date: | July, 2005 | |
| End Date: | April, 2007 | |
| Position Held: | Sales Associate | |
| Responsibilities | * Served at Home Centre’s retail store by providing excellent customer service through people friendly and innovative sales approach. * Raised purchase orders and coordinated delivery schedules * Maintained stock levels * Resolved customer concerns and complaints by following through until a solution was reached * Planned and coordinated with other departments to efficiently manage supply/demand cycle | |
| **Education/Qualifications** | |  |
| Qualification | | Master’s Degree in Business Administration (MBA)  [Marketing and Human resource management] |
| Completed | | 2004 |
| Institution | | Bharath Institute of Technology (Anna University)  Chennai, India |
| Qualification | | Bachelor’s Degree in Physics [Mathematics & Chemistry-Ancillary] |
| Completed | | 2001 |
| Institution | | Bishop Heber College, Trichy, India |