FALAK NAAZ

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OPERATIONS & TRAINING

PROFESSIONAL SUMMATION

* RBI Trained & Innovative professional with over 4 years of total experience in Sales & Marketing and Training Solutions in Retail Banking, Telecom, Insurance.
* Currently Associated with ICICI as SLIM (Senior life insurance manager)
* Previously associated with HDFC Life as SDM(Sales Development Manager) banca.
* Previously associated with Jindal Intellicom Pvt LTD in a Quality and training Department.
* Previously associated with Effort BPO LTD In Operation as Mentor Then Promoted in 6 Month in a Quality Operation & Training, located in Delhi
* Skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
* Adroit in representing Team in discussions and coordinating the activities on the floor.

DOMAIN EXPERTISE

- Content Development & Conversion - Sales & Marketing

- Mass Rollout Trainings Delivery - Quality Standards

- Client Relationship Management - Team Management

FUNCTIONAL SKILLS SET

* Ensure the best in class in terms of Life insurance business and productivity standards and working on management guidelines.
* Proper Knowledge of Microsoft Office, Preparation of MIS and other reports with ease.

OBJECTIVE AND GOAL

* To obtain a challenging position in the organisation, that gives me the opportunity for the optimum utilisations of my present knowledge as well as provides me with a learning ground to build a strong career.

EMPLOYMENT HISTORY

**Organisation : ICICI DIRECT**

**Designation : SLIM (Senior Life Insurance Manager)**

**Duration : currently**

**Location : New Delhi**

**Key Deliverables:** Co-ordinating & planning with Branch Manager for Achieving the Targets of sales and marketing for the organization for the product Life insurance. Team Handling, Client Interaction. **Training sessions (For Bank Employee**

**Organisation : HDFC Life.**

**Designation : SDM (Sales Development Manager)**

**Duration : May 11 to Dec 14**

**Location : New Delhi**

**Key Deliverables:** Co-ordinating & planning with Branch Manager for Achieving the Targets of sales and marketing for the organization for the product Life insurance. Team Enhance, Client Interaction, Online Query resolution of customers, Account opening, Form checking other investments like Fixed deposited etc.**Training sessions (For Bank Employees)**



**Organisation : Jindal Intellicom Pvt LTD,**

**Designation : Quality Operation & Training**

**Job Profile : Defect analysis & Team Enhance,**

**Client Interaction, Online Query resolution of customers,**

**Training sessions, (Product and communication skills) GCM & Calibration**

**Duration : August 2010 to March 2011**

**Location : New Delhi**

**Key Deliverables:** Trained new batches on product like life insurance, general insurance, collection etc process. Co-ordinating & planning with Team leaders and operational manger for trainings team of sales and marketing for the organization for different product like Reliance health insurance, Max Health Insurance, Creating detailed analytical report of the quality of different CRE on the floor.Defect analysis & Team Enhance, Client Interaction, Online Query resolution of customers, Training sessions, GCM & Calibration. Preparation of different MIS on quality and Training Reports.



**Organisation : Effort BPO Pvt. Ltd.**

**Designation : Quality Operation & Training**

**Duration : April ’2009 to August 2010**

**Location : New Delhi**

**Key Deliverables:** Trained new batched on the different process like LI ,GI , Collection process etc .Co-ordinating & planning with Team leader and operational manger for trainings team of sales and marketing for the organization for different product like Reliance health insurance, Loan & recovery for ABN Amro Bank, ICICI Bank, HDFC Bank. Creating detailed analytical report of the quality of different CRE on the floor.



TRAINING ATTENDED

*- In house Training in communication Skills 1 week.*

*- In house Selling, negotiation and presentation skills - one week.*

*- RBI Training 15 days*

ACADEMIA

BSc (Hons.) Physics Delhi University South Campus

PERSONAL DOSSIERS

Date of Birth : 7th March 1988

Languages : English and Hindi

Address : GH-9/639, Paschim Vihar, New Delhi

Interests : Net Savvy, Reading Books