# *Navdeep Singh*

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**CAREER OBJECTIVE**

*To be an efficient and successful person to achieve my individual goals in coordination with organizational goal.*

**CAREER SYNOPSIS**

* *Currently Working as Relationship Manager with PNBMetLife Insurance Company.*

* *Worked for Capita Business Service as Visiting Officer (Enforcement ).*
* *Worked for E.ON Energy Company as Venue Energy Consultant.*

* *Worked for NPOWER Energy Company as Lead and Appointment Adviser.*
* *Worked for E-ON Energy Company as Home Energy Consultant.*
* *Worked for Scottish and Southern Energy**Company**as**a**District Sales**Manager.*

**LAST EMPLOYMENT & WORK EXPERIENCE**

**PNBMetLife Insurance**

*Amritsar Circle Based May 2015 to Present*

*Relationship Manager*

*Credit Life( Bancassurance)*

**Job Purpose:**

*To represent MetLife company through Direct contact with PNB Branch managers and their customers having responsibility for covering Housing Loans and Education Loans . This includes covering PNB Branches of Amritsar Circle.*

**Main responsibility:**

* Getting Insurance done for Housing Loans and Education Loans.
* Generating Business for the company from Loans covered on monthly basis.
* Helping customers of PNB by explaining Product features and Try to convert them into sale.
* Filling out PNB customers data on the MetLife Form or in Finacle carefully and explaining terms and conditions of the Product.
* Providing PNB customers best mode of payment to pay their premium generated through PNB Calculator.
* Verifying customers details with PNB Branch.

**Capita Business Service**

*London Based July 2014 to September 2014(Resigned)*

*Visiting Officer (Enforcement)*

**Job Purpose:**

*To represent Capita and responsible for collecting the licence fee for the BBC. This includes 4 million visits to unlicensed addresses with the aim to sell a TV licence to the occupant by offering a range of payments options to suit them.*

**Main responsibility:**

* *To visit confirmed houses where people are not paying TV licence fee as*

*per standards of BBC structure.*

* *To provide help and support to those categorized people who are on*

*Government Benefits.*

* *To help people understand that this is UK Law where for watching*

*any live TV programs, They need to have a proper licence.*

* *Responsible for generating good revenue by conviencing people who*

*are not paying or Just entered into new property.*

* *To achieve targets set by company on monthly basis and earn good*

*bonuses on top of salary.*

* *Work under company set policies and standards.*
* *Work under zero tolerance of complaints.*

**E.ON Energy**

*London Based April 2013 to April 2014*

*Venue Energy Consultant*

**Job Purpose:**

To represent E.ON UK through direct contact with the domestic consumer, acquiring and retaining the best quality customers for E.ON UK. Working within a selection of retail outlets, shopping centres , outdoor events, and major exhibitions.

**Main responsibility:**

* To stop and approach potential customers in order to promote and sell E.ON UK’s products and services to new and existing customers, offering real choice in an open and honest way.
* Represent E.ON UK to members of the general public and offer support and guidance in relation to queries with regards to E.ON UK and its services.
* To achieve key performance indicators such as weekly and monthly sales targets, an acceptable level of customer cancellations, and maintain a good level of attendance.
* To maintain a good level of sales quality in line with the Energy sure Accreditation scheme and E.ON UK’s own quality standards.
* To work in a structured way utilising new ways of working e.g. new sales technologies as required.
* Take responsibility for maintaining a strong relationship with the outlets and venues that we work in, ensuring our stand and displays look professional and are safe for our staff and members of the public.
* Work on a Rota basis covering Monday – Sunday 8am-5pm.
* To assist in the field training of any salesperson as requested.
* To reflect both in personal Demeanour and professional integrity the image of the company to all new and existing customers.
* To attend and participate in meetings, training programmes and company briefings as required.
* To actively participate in self development programmes.
* To be alert to competitor products services and practices activities and to keep management informed concerning them.
* Work with other team members to help share best practice and to help integrate new sales agents into the team by helping to coach and train new starters as require.

RWE Energy

Different UK Locations June 2012 to March 2013

Lead and Appointment Advisor

**Main responsibility**

* Achieving Lead generation targets on daily basis at venues.
* Filling out customer’s data and explaining terms and conditions of the company.
* Find the right product for the customer according to their needs and wants.
* Communicate customer requests to management.
* Help Managers in any changes within the department for promotions.
* *Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintain solid product knowledge and all other aspects of customer service.*
* *Maintain an awareness of all promotions and advertisements.*
* Ensure that every lead generated is in comply with company guidelines.

**E.ON Energy**

*London Based October 2011 to May2012*

*Home Energy Consultant*

**Main responsibility:**

* Getting sales, Achieving targets on weekly basis.
* Helping customers by using HHU system to find out their energy consumptions.
* Filling out customers data online and explaining terms and conditions of the contracts.
* Providing customers best service by calling E.ON’s customer service and giving customers peace of mind.
* Verifying customers details with E.ON’s data.

**Scottish and Southern** **Energy (SSE)**

*Marlow Based January 2010 to July 2011*

*District Sales Manager*

**Main responsibility:**

* ***Sales Function:***

*Managing team of 15**sales officers****.*** *Helping them to achieve their targets and team targets set by company****.*** *Driving direct sales across the various functions of the company, responsible for complete profitability target for the company and achieving the same week in week out bases.*

* ***Marketing Support:***

*Formulated and implemented Sales and Marketing Strategies to increase in sales for the company and my team. Making sure that team is Selling different range of products to customers like mainly known for new electricity and gas connections and helping customer’s to get cheaper deals over the Boiler installations and Telephone Services.*

* ***Customer Building:***

*Responsible for maintenance of good track record over complaints in company (Got zero complaint ) and been rewarded for that. Best Service delivered by us during direct approach to the customers.*

**PROFESSIONAL QUALIFICATION:**

* *Post Graduate Diploma in Management Studies**from Williams College London. (2008)*

**EDUCATIONAL QUALIFICATION:**

* *Bachelor in**Computer Applications from DAV College Amritsar, Punjab (INDIA).*

*(2004-2007)*

* *Intermediate from DAV School, Amritsar, Punjab (INDIA).*

#### SKILLS

* *Positive attitude and determination to succeed*
* *Ability to work independently or as a part of a team*
* *Ability to work under pressure*

#### PERSONAL PROFILE

***Marital Status:****Single*

***Driving License:*** *Yes (Indian, UK)*

***Languages known:****English, Hindi, Punjabi*

***Hobbies:****Driving, Cricket, Listening music, Gym.*

**references**

***Will be furnished if required***