

Reena john  
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### KEY SKILLS

Sales Training  
Soft Skills Training  
Asset & Liabilities Products Training  
CASA Sales Training  
General Insurance and Life Insurance Products  
PFRDA products Training

### CORE COMPETENCY

Banking Products  
Assets & Liabilities  
Life Insurance Products

### CLIENTS REPRESENTED

India post  
STPI  
Landmark  
Insurance  
and  
Brokers  
Pvt Ltd

### EDUCATION

B.B.A  
IRDA/NISM/NSDL  
CERTIFIED

### LANGUAGE FLUENCY

English  
Hindi  
Gujarati  
Malayalam

### TARGET AUDIANCE

Base level operation Officers  
Sales officers  
Posps  
Posp Channel Vertical

**D.O.B:** 7<sup>TH</sup> DEC 1994

### POSTAL ADDRESS:

Divine Health Care centre  
Vidhyanagar Main Road  
Rajkot-360002  
Gujarat  
Reenajohn32@gmail.com

### PROFICIENCY FORTE

A competent professional with exposure of 7 years across E-Learning, Sales, Marketing & Business Development, Customer Service & Customer Relations.

### Major Training Programs Handled

India Post	Bardoli	National Pension System, Atal Pension Yojna
Treasure Chest	Anand	National Pension System
India post	Palanpur	Atal pension Yojna, National Pension System
STPI	Ahmedabad	BFSI Project

### EMPLOYMENT PROFILE

#### LANDMARK INSURANCE AND BROKERS PVT LTD- ZONAL TRAINER (Feb22 – Cont.)

- » In charge of new project creation and execution.
- » Responsible for Newly Hired Employee Induction Training
- » Accountable for Pan India Newly joined Agents Training
- » Handholding New Employee for a month.
- » Maintaining content changes for the product and application in line with new upgrades and updates.
- » Recording Instructional Videos.
- » TNA-compliant content creation on products and applications, as well as content modification and session scheduling.
- » Designing a Training Schedule for the month.

#### SHIVLEELA TRAINING AND PLACEMENT CONSULTANCY- BFSI TRAINER (May'20 – Jan'22)

- » Responsible for BFSI content creation and session facilitation.
- » In charge of job placement

#### AXIS BANK - CUSTOMER SERVICE OFFICER (Jul'19 – Apr'20)

- » Custodian of different deliverables
- » Attend front desk customer that includes all the inquiries and Request.
- » Financial Transaction that include RTGS, NEFT, and Fund Transfer.
- » Handled cash desk.
- » Cross sell in CASA, Investments and Insurance products.

#### YES BANK - BUSINESS RELATIONSHIP PARTNER (Nov'16 – Apr'19)

- » Responsible for Acquiring HNI customer
- » Supportive steps to increase branch book
- » Engaged in loan Activity

#### ICICI BANK – TRAINEE 2 (Dec'15-July'16)

- » Handled customer facing desk with average 200 walk-ins on daily basis.
- » Service included of Financial Transactions, Queries and complaints.
- » Regarding gold loans and cattle loans, NO DUE requirements.
- » Involved in teller activities like accepting receipts and payments
- » Involved in third party entries like Insurance and Mutual Fund.
- » Assisted in CASA activities like lead generations for CASA/ NRE-NRO, EXIM.
- » Involved DMP's and I-Kit's, maintained registers, Reports every weekend.
- » Engaged with gold loan procedures from case creation, valuation to disbursement.