**JIGNESH BATWAL**

**Phone -** 9714405133 **Mail *:*** [jignesh.batwal@hotmail.com](mailto:jignesh.batwal@hotmail.com)

## ***Career Objective:*** Expert professional in business development, planning and executing business strategies, master in developing new market channels and building strong relationships with sales managers, customers and industry leaders. Vast experience with branding and introducing new products. Superb understanding of business sense and strategies.

***Profile:*** An enthusiastic career changer with four years background in financial and customer service,seeking a position in marketing that leverage my knowledge and experience in field of business development, customer relations,account management,communication and creative skills which allow me to contribute to the company's vision.

***Skills:***

* Communication/Literary: Good interpersonal skills, Verbal and written fluency in English, Strong numeric and problem solving ability with accuracy.
* Self-motivating& quick learning. Always keen to learn new concepts.
* Persuasive nature and can work effectively under pressure to achieve targets
* Adaptable to any environment
* Proficient in goal achieving and recovering losses in innovative ways in Stock Exchange.

***Work Experience:***

***5Paisa Capital Ltd - Team Leader (April 2019 to Present )***

* Be incharge of running and managing the team daily
* Set targets for all team members to meet up with
* Schedule and organize shift patterns for team members to ensure that customers are never left unattended to
* Understand all organization’s products, services, procedures and guidelines and communicate same to all team members
* Prepare forecasts and budgets for the team
* Monitor all calls to ensure that due procedures and quality standards are strictly adhered to
* Facilitate and organize training session for all agents and participate in recruitment of new team members
* Recommend technical support needed to enhance job performance at the call center
* Conduct regular review of all call center agents performance and organize training sessions for under performers
* Submit regular reports to management and seek new ideas and strategies to improve team performance
* Keep up with trends and happenings in the industry and ensuring adherence to industry standards
* Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times

***HDFC Bank Ltd***

Deputy Manager – Phone Banking ( November 2017 to February 2018)

***Job Responsibilities:***

* To provide Consistent & Superior Digital Experience to customers .
* Enhance client's relationship with bank & while doing so, Educate, Encourage & Induce the customers to use the Digital mediums for their banking transactions/ needs and at the same time keep a "window' to talk to the bank whenever customer needs
* Improve profitability by right product placement.
* Cross selling different bank products.
* Accurate logging and resolution of customers issues
* Increase portfolio size through grouping options

***Axis Direct (Financial Advisor )***

Senior Manager ( November2016-April2017)

**Job Responsibilities**

* + Coordinate with customer relationship management team to ensure that business objectives are met
  + Responsible for taking pro-active approach to acquire new business from prospective markets
  + Handle the tasks of building and managing relationships with potential customers
  + Perform responsibilities of compiling reports related to customer's portfolio
  + Advising clients on their equity allocation and asset mix in their portfolio
  + Handle the tasks of maintaining excellent customer service quality at the time on follow-up
  + Responsible for handling other essential duties as determined from time to time by the head
  + Providing recommendation to client according to market.
  + Monitoring clients portfolio to earn higher return on their investment

# *Kotak Securities Ltd.*

Assistant Manager (October 2014 – August 2016)

Achievement - ( CEO Award Winner 2nd place in Pan India for Revenue Genaration)

### Job Responsibilities

* Advising clients on their equity allocation and asset mix in their portfolio
* Handle the tasks of maintaining excellent customer service quality at the time on follow-up and enquiry
* Responsible for handling other essential duties as determined from time to time
* Specify and assigning sales and revenue target for individual
* Review and monitoring the performance of individual
* Achieving targets on month on month basis
* Cross selling different investment products

# *ICICI Direct- Ahmedabad*

*Equity Advisor (Dec 2012 – Oct2014)*

***Achievement*** *(GOT ONE RATING PAN INDIA ERSLITE VERTICAL)*

***Job Responsibilities***

* Responsible for taking pro-active approach to acquire new business from prospective and existing customers
* Handle the tasks of building and managing relationships with potential customers
* Perform responsibilities of compiling reports related to customer's portfolio
* Advising clients on their equity allocation and asset mix in their portfolio
* Handle the tasks of maintaining excellent customer service quality at the time on follow-up and enquiry
* Responsible for handling other essential duties as determined from time to time by the head

***IIFL -***

Sales Executive ( Dec2010 – Dec2012)

***Job Responsibilities***

* + Coordinate with customer relationship management team to ensure that the business objectives are met
  + Responsible for taking pro-active approach to acquire new business from prospective and existing customers
  + Acquisition of Demat And Trading Accounts
  + Cross selling of Structure Products

# *Education:*

Bachelor of Commerce (First Class), March2010 Gujarat University

# *Personal Information:*

**Name*:*** Jignesh J Batwal

## **Address:** 3rd floor Batwal Sadan, Near Kothari tower ,Ramnagar,Sabarmati, Ahmedabad – 380005

**Date of Birth** : 05th August 1990

**Marital Status:** Married

I hereby state and declare that above given information is true and best of my knowledge.

**Place:** Ahmedabad **Jignesh Batwal**