

**Manish Maurya**

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## OBJECTIVE

Aiming for a position as a Customer Success Manager that will allow me to combine my passion for helping others with my extensive experience in customer relations management.

## EDUCATION

Degree	University / Institute Name	Grade / Percentage
PGDM – Marketing	Shanti Business School	CGPA 5.72/10
B.COM	SHUATS	CGPA 7.05/10

## WORK EXPERIENCE

**Niva Bupa (Sep 2021 – Present)**

Senior Agency Manager

### Roles & Responsibility: -

- To recruit good quality prospective insurance advisors and ensure that they are acquiring licensing to achieve the sales target set by the company
- Analysing performance and drawing up action plans.
- Provide on the job training and manage & monitor performance of the advisors
- Establishing strong relationships with agents and clients by ensuring good business and references too.
- Ensuring all staff exercise good time management.
- Obeying agency regulations, guidelines, and policies, and ensuring staff does the same.
- Researching current industry/market trends and using knowledge for business improvement.
- Motivating the advisors to achieve the sales target set by the company
- Maintain persistence for the policies procured by the team of advisors to overall achieve the profitability of the team
- Currently handling a team of 150+ advisors and more than 300 customers.

## SUMMER INTERNSHIP

**Marketing Intern, The Leading Solutions, New Delhi, India (May 2020 to July 2020)**

- Project 1: “Study of market scope of different Financial sector”

### Roles & Responsibilities:

- Sales pitching of customer
- Customer problem handling
- Methods of approaching the customer

- Customer's information objection handling
- Cold Calling, Lead Generation

### **Major Achievement**

- Early Bird Certificate.

### **OTHER INFORMATION**

#### **Core Business Competence**

- Client Relationship
- Negotiation
- Communication
- Time Management

#### **Seminar/Conferences/Workshops Attended**

- Attended 3 days' workshop on Design Thinking held in National Institute of Design, Ahmedabad, year 2019.
- Attended a conference E-Summit on Entrepreneurship Conference and Founder Talk Series held in FMS Delhi, year 2018.

#### **Extra-curricular Activities**

- Co-ordinated two events in "BAUDDHIKA" (College annual fest).
- Participated in Chess (Annual Sports Day).

#### **Professional Certifications:**

- The Fundamental of Digital Marketing by Google Digital Garage. (2020)
- Marketing Analytics for Retail Business Management by Udemy. (2020)
- Presentation Skills: Gives a Great New Business Pitch by Udemy. (2020)

#### **Language Proficiency**

<b>Language</b>	<b>Proficiency Level</b>
English	Expert
Hindi	Expert

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Manish Maurya