**Trilok M Vyas**



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***3rd Nov 1994***

***B.Com***

***Married***

***English, Hindi & Gujarati***



**Trilokvyas**

**OBJECTIVE:**

* To obtain a challenging position as a **Sales & Marketing professional** in the

**FMCG/insurance/finance** industry.

* To continuously learn and utilize my competencies, expertise and experience in my domain to contribute towards achievement of organizational goals.

# CAREER SUMMARY:

* An **B.com graduate**, having experience in multiple channels in Insurance and Finance that specialize in the area of sales, service and operations
* Domain experience of more than **10+years** and knowledge able about the origination as well as client sales &service.
* Believe in a solutions-oriented approach; a self-starter with excellent relationship, communication and technical skills.

# AREA OF EXPERTISE:

## Leading, mentoring and monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & company business goal sheet targets.

**STRENGTHS:**

* Team Player
* Positive attitude
* Adopting Work Environment
* Work underpressure
* Quick Learner
* Self-Motivated

**KEYS OF SUCCESS**

* Sales &Marketing
* Customer Service
* Branch Sales
* Financial Analysis
* Cross-Selling
* Performance tracking

## Managing team and handling Sales, Tele Sales & Marketing operations (Insurance, banking channel & Fin

## ance) thereby achieving increased sales/maximized profit in the assigned area for the smooth flow of operations.

* Building and maintaining healthy business relations with New customers and existing customers, ensuring customer satisfaction by achieving delivery & service quality norms.
* Good at referral business revenue generation, speaking to existing customers for service issues and taking referrals for cross-sell or new sales. Generating referrals through Social Media and other sources
* An enterprising individual with good interpersonal skills strong analytical, comprehensive problem-solving abilities & a willingness to learn.
* A proactive learner with a flair for adopting emerging trends & addressing industry requirements to achieve organizational objectives & profitability norms.
* Analyzing marketing trends and tracking competitor’s activities, providing valuable inputs for product enhancement and fine-tuning sales & marketing strategies.
* Understanding customer issues and solving their day to day issues in products which we sold, providing service on time with provided solutions.



1 | P a g e

***Tata Aia Life insurance PVT LTD* | Territory Manager | From Jan 2023 – Present**

# KEY RESPONSIBILITIES

* + Responsible for managing **Tele-Sales vertical (HDFC Bank) handling Classic on phone Department,** handling **team of 7 RMs** for generating sales business.
  + Ensure targets are met on a monthly basis through the tele-channel unit assigned.
  + Provide effective people management including motivation, training and development of team and including remedial performance management whenever necessary
  + Monitoring the monthly reports on performance and determining appropriate course of action as per requirement
  + Track performance for incentives and rewards, achieving targets month on month..
  + Provide training on the floor as per ther Requirement.
  + Manage strong relationship with ALL key stake holders to get expected business out ofit.
  + Resolve complain of the customer
  + Driving Sales & Quality metrics across outlined parameters
  + Oversee getting expected business from the allocated tele sales center.
  + Understand & follow all organizations products, services, procedures and guidelines and communicate to concern internal & external stakeholder.

# ACHIEVEMENTS:

* + **Qualified & Earned** incentives in very first month of joining
  + Achieved sales targets consistently **month on month.**

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***Axis Bank LTD* | Unit Head - CCA | From August 2022 – Jan 2023**

# KEY RESPONSIBILITIES

* + Responsible for managing **Tele-Sales vertical (Axis Bank) handling CCA Department,** handling **team of 4 TLs & 60 RMs** for generating sales business.
  + Handling Other Cross sell Products Like LI ,GI and Casa Other banking Products Cross sell the same
  + Ensure targets are met on a monthly basis through the tele-channel unit assigned.
  + Provide effective people management including motivation, training and development of team and including remedial performance management whenever necessary
  + Monitoring the monthly reports on performance and determining appropriate course of action as per requirement
  + Track performance for incentives and rewards, achieving targets month on month..
  + Provide training on the floor as per ther Requirement.
  + Manage strong relationship with ALL key stake holders to get expected business out ofit.
  + Resolve complain of the customer
  + Driving Sales & Quality metrics across outlined parameters
  + Oversee getting expected business from the allocated tele sales center.
  + Understand & follow all organizations products, services, procedures and guidelines and communicate to concern internal & external stakeholder.

***Aditya Birla Health Insurance Pvt Ltd.* | Senior Sales Manager | From March 2019 –June 2022**

# KEY RESPONSIBILITIES

* + Responsible for managing **Tele-Sales vertical (HDFC Bank) handling Gujarat,** handling **team of Authorized Verifiers** for generating sales business.
  + Handling COP & Tasu verticals with bank through Tele-Salesmodel.
  + Manage authorized Verifier/s( tele sales RM) on the roles of HDB deployed in the premise of bank.
  + Ensure targets are met on a monthly basis through the tele-channel unit assigned.
  + Provide training on the floor as per ther Requirement.
  + Manage strong relationship with ALL key stake holders to get expected business out ofit.
  + Driving Sales & Quality metrics across outlined parameters
  + Oversee getting expected business from the allocated tele sales center.
  + Understand & follow all organizations products, services, procedures and guidelines and communicate to concern internal & external stakeholders

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# ACHIEVEMENTS:

* + **Qualified & Earned** incentives in very first month of joining
  + **Pramoted** As Assi.sales Manager **to sales manager in Nov 2020**
  + **Pramoted** as SalesManaer **to Senior Sales Manager in April 2021**
  + Handling **two verticals** as additional responsibility.
  + Achieved sales targets consistently **month on month.**

***HDFC Life .* | Sales Manager | From June 2016 – Mar 2019**

# KEY RESPONSIBILITIES

* + Responsible for managing Banca Channel for Ahmedabad cluster ( HDFC Bank ) IMPERIA , PREFERRED Customers.

## Responsible for sales and marketing of finance products, ensuring delivering results as per the organization business goals.

* + Responsible for selling Life insurance of products from HDFC Life Company and reporting to Sr CSM.
  + Responsible for acquiring new customers, servicing existing customers and cross-selling additional products.
  + Ability to handle high volume by multi-tasking and prioritizing work to meet deadlines with a very high customer satisfaction.
  + Track performance for incentives and rewards, achieving targets month on month.
  + Branch provide leads and closing, process the file within time period .
  + Excellence in developing and maintaining client relationships, resolving customer complaints, successfulretentions.
  + Acquired and adapt knowledge of insurance to sell incross-sell
  + Manage client relations, sales teams ,and operations ,Educate team members and clients one the call practices of Cold calls to increasing profitability.
  + Provide professional and effective management of all regional based aspects of the business plan.
  + Lead the region in providing professional level of client service in sales and operations in accordance with agreed guidelines and quality standards
  + Provide effective people management including motivation, training and development of team and including remedial performance management whenever necessary
  + Monitoring the monthly reports on performance and determining appropriate course of action as per requirement.

# ACHIEVEMENTS:

* + **I Am the First Person in** in PAN India For EVP Japan Galaxy **2018.**
  + Awarded for excellent Sales Performance Award In 2018 For **PGP Drive , Upsell Drive & C2P Drive.**
  + Awarded for excellent Sales Performance Award June **– 18 (June ka Junoon) & (Upsell) Drive.**
  + Awarded for excellent Sales Performance Award **Japan EVP galaxy 2018 contest.**
  + Awarded for excellent Sales Performance Award **May – Sep 2020 Sales Drive.**
  + Achieved sales targets **consistently month on month**.

***PensaMedia PVT LTD. (Google )*| Tele-Sales Manager | From Feb 2013 – Nov 2014**

# KEY RESPONSIBILITIES

* + Handling and managing and responsible for selling Google Adwords and SEO Products through **Tele Sales** channel, ensuring delivering results as per the organization business goals
  + Responsible for acquiring new customers, servicing existing customers and cross-selling additional products.
  + Helping to customers for financial analysis need basis selling
  + Ensuring that company goals for revenue generation, targets achievements, and service to customers time to time were met or exceeded results.
  + Optimized and organized reporting demonstrating a higher closing rate in shorter period and more comprehensive report.
  + Successfully executed target vs achievement self-tracking mechanism and monitor engagement as per company process
  + Ensured efficient and qualitative sales and service operations through effective planning and execution.
  + Recommended and implemented new improved systems, enhancing and expediting work.
  + Helping Ops team to solve the QC issues or pending documents
  + Ability to handle high volume by multi-taskingand prioritizing work to meet deadlines with a very high customer satisfaction
  + Handling HNI and premium customers with ease
  + Maintain good relationship with customer for futurecross-sell

***DECLARATION***

I hereby declare that the above information is true to the best of my belief and knowledge.

**DATE:**

**PLACE: *Trilok vyas***

Communicated with all levels of internal/external personnel, developing and maintaining effective repport and resolving ssues and inquiries.

* + Recommended and implemented new improved systems, enhancing and expediting work.
  + Helping Ops team to solve the QC issues or pending documents
  + Ability to handle high volume by multi-taskingand prioritizing work to meet deadlines with a very high customer satisfaction
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