

CURRICULUM-VITAE

ANJU CHANDRA NAIR

E-MAIL: swtgirl1605@gmail.com

MOBILE: +91-8160680157

OBJECTIVE: -

To work in a reputed organization for personal growth, career advancement in the same and contributing to achieve organization's goals and objectives taking due consideration.

WORK EXPERIENCE:

- Currently Working in Niva Bupa Health Insurance As a CENTER HEAD, Since 27-06-2021 till Date.
- Working in Axis Bank ,as a Team Leader ,for tele performance channel ,since 14-09-2020 To 14-06-2021
- Worked in HDB Financial Services, as relationship manager,for classic on phone channel ,from 01-04-2017 to 11-09-2020) Taking care of managed portfolios as a RelationshipManagers. On phone Sales and services profile to cater bank's products/services to the aligned customers in allocated portfolios.

JOB RESPONSIBILITIES:

Job Profile In HDB FINANCIAL SERVICES:

- To manage portfolio of 1300 customers (HDFC Bank Classic Customers).
- To contact the portfolio customers once in a Quater and assist them with HDFC bank related requirements / services.
- To cross sell all the banking products.
- To attempt contact 100% of the portfolio population Quarterly.
- To contact a minimum 95% of the portfolio population.
- Planning and achieving the set benchmarks for all the products
- Reporting the daily achievement with immediate supervisor and implement the feedback shared by the supervisor.

Job Profile In Axis Bank:

- To Manage 15 DRM(Digital Relationship Manager), guide them how to sell axis bank Products on call.
- As a supervisory level to complete the Sup Review.
- To Audit 2 Calls per DRM and to guide them how to make there calls even better.

Job Profile In Niva Bupa Health Insurance:

- To sell the Niva Bupa Health Insurance product in the HDFC bank Telesales.
- On daily basis to train 3-4 Relationship Manager about the Heath insurance and the Product offered by Niva Bupa Health insurance.

Achievement: -

- Qualified Domestic training programmed in Life Insurance in Jan'2018 for GOA.

- Qualified for GOLD MEDAL for achieving Monthly Income Target in the Month of May' 18.
- Achieved Trophy For Monthly Customer Service in the Month of October 18.
- Achieved Trophy For General Insurance (HDFC ERGO), as a Queen From Central Level.
- Achieved Trophy From Birla Life Insurance As A "Lakapati Of The Month" Of Januar' 18y.
- Qualified for Domestic Training Programmed in Life Insurance in May' 2019 For Coorg.
- Outstanding Performance In HDFC Ergo- General Insurance in Month Of May'19.
- Certificate Of Appreciation For Outstanding Contribution in HDFC Ergo- General Insurance In Month Of June' 19.
- Outstanding Performance In HDFC Ergo- General Insurance in Month Of August' 19- Azad August.
- Outstanding Performance In HDFC Ergo- General Insurance in Month Of Sep'19- Super September Campaign.
- Outstanding Performance In HDFC Ergo- General Insurance in Month Of Oct'19- Challenging October Campaign.
- Achieved Trophy For HDFC ERGO- General Insurance, in Month Of Dec' 19- Merry Christmas.

ACADEMIC QUALIFICATION: -

- Bachelor of Computer Application (BCA) from VNSGU University.
- HSC (Commerce) from The Aditya Birla Public School (ABPS).
- SSC from The Aditya Birla Public School (ABPS).

PERSONAL SKILLS:-

- Leadership qualities.
- Good communication skills in English.
 - Patience, willingness to learn, quick learner, taking every responsibility as challenge and opportunity to improve as a better professional.
- Enthusiastic with a positive attitude.
- Multi-tasking skills.

PERSONAL PROFILE:-

- D ate of birth : 16-05-1994
- F ather's name : Mr. Ramchandra Baskaran Nair
- M arital status : married
- L anguage known : Hindi, English, Malayalam
- P ermanent address : B-27, Shiv Shakti Society, Zadeshwar Road, Bharuch.

DECLARATION: - I hereby declare that the information furnished above is true to the best of my knowledge & belief.

Date:15-11-2021
Yours Faithfully Anju Nair