E-Mail: sreyaghosh50@gmail.com **SREYA GHOSH** Phone: +91 7278110014

LinkedIn:https://www.linkedin.com/in/sreya-ghosh-82668560/

An enterprising result oriented Sales professional & Relationship Manager with a strong record of contributions in Business Profitability, New Client Acquisition and Financial Advisory targeting team handling roles in:

| Sales & BD, Home Loan, Branch Banking, Key Account Management,

Insurance, Direct Sales, Customer Relationship Management, Channel Sales |

**Willing to relocate**

**Profile Summary**

* A *Multi-task-oriented*, *Resourceful*, *Customer-service* focused Management Professional with 3+ years’ experience in reputed and large organizations, with consistent success in *growing*, *managing* and *improving* the business profitability, performance and customer value proposition.
* Experienced in handling Sales & BD in **Banking**, **Insurance** and **Home Loans**; an expert in planning, analysis, identification of *sales opportunities* and *on-time delivery of services* to customers.
* In-depth knowledge of *Insurance* and *Home Loan* with *superior* *CRM* which ensures *enhanced revenue* for the organisation and *wealth creation* for *both existing and new clients*.
* *Mapping client’s requirements* and providing them with *expert advisory services* pertaining to *financial/insurance sector*. Ensuring that *highest service standards* are maintained for servicing of clients and maintaining *minimum turnaround time*.
* Efficient in maintaining good relations with *stakeholders* (Clients & Channel Partners) to ensure *quality delivery* and *business development* to *ensure repeat and referral business*.
* A person of *high integrity* with the ability to *adapt quickly* to different environments and situations. Have *excellent communication skills* and the *ability to interact* with people from all walks of life.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| ✓  *Direct Sales* | ✓ *Branch Banking* | ✓ *Teller Management* |
| ✓ *Insurance* | ✓ *Home Loan* | ✓ *Mutual Fund* |
| ✓ *Key Account Management* | ✓ *Sales & Marketing* | ✓ *Customer Relationship Management* |
| ✓ *New Client Acquisition* | ✓ *Product Knowledge* | ✓ *Financial Planning* |

|  |  |  |
| --- | --- | --- |
| |  | | --- | | **Employment Details** | |  |

**HDFC Bank Ltd.** Since June **‘**19  Kolkata

Products Handled: Branch Banking, Insurance, Teller, Mutual Fund, CASA

**Key Result Areas:**

* Ensuring all performance standards are met in terms of delivery of KPIs; Operations, Revenue Generation and Customer Satisfaction.
* Building mutually beneficial relationships and delivering a positive customer experience whereby acquiring new customers through client references.
* Responsible to increase the revenue from financial products.
* Maintain relationship with the HNIs and guide them on short term and long term investment plans.

|  |  |  |
| --- | --- | --- |
| |  | | --- | | **Pre MBA & Internship Details** | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Pepsico - Fritto Lays**  Department: Marketing |  |  | May ’18 - July **‘**18 |

**Scope:** Conduct Research to identify Customer preference towards Doritos which was launched.

**Result**: It was observed that the product was bought by mostly high end and diet conscious customers rather than people who are satisfied with any low cost chips.

|  |  |
| --- | --- |
| **SBICAP Securi**t**ies Ltd.**  Asst. Sales Executive  Products Handled: Home Loan | April ’16 - April **‘**17 |
| **Key Result Areas:**   * Responsible to increase the revenue and achieve monthly targets from sale of Home Loan. * Work on New Client Acquisition to meet targets. * Handhold the customer by providing regular product information and performance updates. * Organise promotional activities to generate potential leads. |  |
| **HDFC Sales Pvt. Ltd.**  Loan Officer  Products Handled: Home Loan | June ’15 – Mar. **‘**16 |

**Key Result Areas:**

* Responsible to increase the revenue and achieve monthly targets from sale of Home Loan.
* Work on New Client Acquisition to meet targets.

**Education**

* PGDM from Institute of Management Studies, Ghaziabad (AICTE) in 2017-19.
* B.B.A from The Heritage Academy, Kolkata in 2012-15.
* Class 12th from B.D.M. International, Kolkata in 2012.
* Class 10th from B.D.M. International, Kolkata in 2010.

**Achievements**

* Awarded CBSE Board State Level Gold Medal in Table Tennis for Category Under16.
* Awarded CBSE Board National Level Bronze Medal in Table Tennis for Category Under16.

**IT Skills**

* Working knowledge of MS Office, Windows & Internet Applications.

**Personal Details**

**Date of Birth: 13-05-1994**

**Father’s Name:**  Tridib Ghosh

**Languages Known:** English, Bangla and Hindi **Address:**