

RAHUL RAJPUT

Indore Indira School Of Carrier Studies

To work and learn with passionate in a challenging environment that further develops my interpersonal skills and abilities thereby contributing towards the company's goals and objectives.



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Indore

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Rahul Rajput

SKILLS

Cloud computing servers

Banking Sales Experience

Insurance analysis software

Moody's KVM Financial Analyst

WORK EXPERIENCE

Senior Process Associate Tata Consultancy Services Limited

10/2022 - 02/2023

Indore

Achievements/Tasks

- ◇ Achieve targets for the designated for associate on daily basis.
- ◇ They frequently interact with customers use their people skills to help with create a pleasant and clean environment.
- ◇ Associate are typically members of a team of workers who collaborate to ensure that a client's need are met during a visit or a transaction.
- ◇ Ensure clients and customers enjoy their experience.
- ◇ Associates are usually the first point to contact for customers.
- ◇ Ensuring planned spread of business across diverse our service lines of the company.
- ◇ They must be pleasant friendly and communicative with customers as they need to listen and assist customers with their need.
- ◇ Monitoring key documents for KYC, AML, CDD for restricted country and ensuring flow of information to the organization.
- ◇ Performance screening of all clients and customers and taking appropriate action as may be required from time to time.
- ◇ Creating and maintaining financial statements, as well as ensuring compliance with current regulations.
- ◇ Reporting financial performance to business leaders.
- ◇ Preparing and sending tax documents accurately and on time.
- ◇ Identifying issues and opportunities to maximize profit.
- ◇ Acting as the bridge between business owners, lenders, and investors by providing a clear picture of an organization's finances.
- ◇ Assessing a company or individual's financial standing.
- ◇ Providing informed advice and guidance on how to proceed.
- ◇ Acting with a company or individual's best interest in mind at all times called the fiduciary standard.
- ◇ Gathering data both qualitative and quantitative about companies' financial positions and trajectories.
- ◇ Analyzing industry data and contextualizing companies within the industry's broader financial outlook.
- ◇ Creating predictive models to identify upcoming trends to help assess investments' potential risks or other financial activities.
- ◇ 4. Institutional Investors and Portfolio Managers.
- ◇ Constructing and managing investment portfolios.
- ◇ Customizing investment plans for individuals, taking their preferred risk and diversification levels into account.
- ◇ Deciding when to buy and sell investments to maximize clients' returns.
- ◇ Communicating portfolio performance to clients on a periodic basis.
- ◇ Understanding the impact their investment decisions have on the market as a whole and acting accordingly.

Senior Agency Manager Aditya Birla Health Insurance Limited

10/2021 - 01/2022

Indore

Achievements/Tasks

- ◇ Achieve GPW targets for the designated territory / span of agents.
- ◇ Recruitment of new agents, in accordance with laid down regulations regarding agent recruitment.
- ◇ Activation of agents.

- ◇ Ensuring training of agents as per business requirements.
- ◇ Ensuring business hygiene standards, in face of business pressure.
- ◇ Ensuring planned spread of business across diverse product lines of the company.
- ◇ Ensuring agents are motivated and building a long term connect between the agents and the company.
- ◇ Monitoring key competition developments and ensuring flow of information to the organization.
- ◇ Performance screening of all agents allotted and taking appropriate action as may be required from time to time.

Customer Support Executive Teleperformance India Pvt. Ltd.

09/2016 - 11/2018

Indore

Achievements/Tasks

- ◇ Managing a team of representatives offering customer support.
- ◇ Work on the basis of KPI's quality,
- ◇ DPH(documents/hour), rebel doc process, login hours,shift adherence, shift attendance,TPH(tickets/hour)
- ◇ Overseeing the customer service process and creating policies and procedures.
- ◇ Resolving customer complaints brought to your attention.
- ◇ Planning the training and standardization of service delivery.
- ◇ Monitoring the work of individual representatives and of the team.
- ◇ Conducting quality assurance surveys with customers and providing feedback to the staff.
- ◇ Possessing excellent product knowledge to enhance customer support.
- ◇ Maintaining a pleasant working environment for your team.

EDUCATION

PGDM - Finance and Marketing

Indore Indira School of Career Studies

07/2018 - 06/2020

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BSc - Biotechnology and Computer Science

Indore Indira School of Career Studies

07/2011 - 06/2014

Indore

Higher/Senior Secondary School - Biology

Parijat Vidhya Niketan

07/2008 - 05/2009

Indore

High School - Science

Ambika Higher Secondary School

07/2006 - 05/2007

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EXTRA CURRICULAR ACHIEVEMENTS

- ◇ • Won Cricket Championship in School.

ACADEMIC ACHIEVEMENTS

- ◇ • Silver Medalist for sports at college level.
- ◇ • Participated in Sports & Cultural events In School & College.

CERTIFICATIONS

- ◇ Cloud Computing.
- ◇ AWS Cloud Practitioner Certified.