

ANKITA TIWARI

Relationship Manager

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PROFILE

Since 2017, I've excelled in life insurance sales and marketing, showcasing expertise in communication and achieving consistent results. Now transitioning to the technology sector in Stockholm, I'm eager to apply my customer engagement skills and business background to innovative tech environments. I'm particularly interested in how AI and social robotics are transforming customer experiences.

SKILLS

- Client relationship management
- Explaining complex products
- Lead generation and data analysis
- Exceeding sales targets
- Customer needs assessment
- Adaptability to new environments
- English communication
- Business management knowledge
- Microsoft Office suite

EXPERIENCE

Senior Relationship Manager

PNB MET LIFE INSURANCE

May 2022 – Oct 2022

- Facilitated the relationship between PNB Bank and PNB Met Life while selling life insurance products
- Handled the entire process from initial client engagement to policy issuance
- Translated complex financial terms into understandable benefits for clients
- Achieved sales targets through effective communication and personalized approach
- Collaborated with banking partners to optimize customer engagement

Priority Relationship Manager

ADITYA BIRLA SUN LIFE INSURANCE

Sep 2021 – May 2022

- Engaged effectively with HDFC Bank customers, providing advice on investing in insurance products
- Successfully promoted and sold Aditya Birla's products through consultative selling
- Built trust with clients through clear communication and understanding of their financial needs
- Developed expertise in explaining investment benefits to customers with varying financial literacy
- Maintained detailed records of client interactions and follow-ups

Deputy Manager

MAX LIFE INSURANCE

June 2021 – Sept 2021

- Worked in the Direct Marketing department managing data of existing clients
- Engaged in reselling products and completed the entire process up to issuance
- Analyzed customer database to identify opportunities for repeat business
- Implemented targeted communication strategies for different customer segments
- Improved conversion rates through systematic follow-up processes

Financial Service Consultant

ICICI PRUDENTIAL LIFE INSURANCE COMPANY

Dec 2017 – June 2021

- Worked as Financial Service Consultant in company's in-house direct marketing channel
- Managed existing clients and generated new customer data through multiple sources
- Organized and participated in programs conducted by the company to acquire customers
- Oversaw the login process through to release of policies
- Built long-term relationships with clients through regular service and engagement

EDUCATION

Sagar Institute of Science and Technology

2015-2017

MBA (Masters of Business Management)

Extol College of Management

2012-2015

BBA (Bachelor of Business Management)

ADDITIONAL INTERESTS

- Developing knowledge of artificial intelligence and its business applications
- Understanding human-computer interaction and user experience
- Exploring how technology can enhance customer engagement
- Learning about emerging technologies in customer service