Subhendu Mohan Samal

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14 years of experience in the life insurance industry, including direct and agency channels. Committed to providing exceptional service to my organization while continuously learning and developing my career. Recognized for strong leadership, communication, and organizational skills, I aim to drive business growth, improve operational efficiency, and foster a collaborative team environment. Highly motivated and results-oriented, with a proven ability to work independently and as part of a team.

# Experience

## DEC 2021 - present

### Territory Manager | Reliance Nippon Life Insurance Ltd | Bhubaneswar

Oversee sales and operations within the designated territory, ensuring targets are met and exceeded. Manage and mentor a team of sales professionals, fostering a high-performance culture. Develop and implement strategic plans to drive business growth and market penetration. Conduct training sessions and performance reviews, providing actionable feedback. Cultivate strong relationships with clients and stakeholders, ensuring exceptional service delivery and customer satisfaction. Analyze market trends and adjust strategies to maintain a competitive edge.

## aug 2017 – apr 2020

### Agency Recruitment and Development Manager | Reliance Capital | Bhubaneswar

Led recruitment and training of new insurance agents, enhancing team capabilities and productivity. Developed and executed strategies to boost agent performance and retention. Conducted regular training sessions and workshops, ensuring agents were well-versed in company policies and industry best practices. Analyzed recruitment data to refine hiring processes and improve success rates. Fostered a supportive and motivating work environment, driving consistent achievement of sales targets and growth objectives. Maintained strong relationships with stakeholders and clients to ensure optimal service delivery.

## Jun 2016 – jun 2017

### Sales Manager | IDBI Federal Life Insurance | Bhubaneswar

Managed a team of sales professionals, driving the achievement of sales targets and business growth. Developed and implemented sales strategies to penetrate the market and expand the customer base. Conducted training sessions to enhance the skills and performance of the sales team. Monitored sales metrics and provided actionable insights to improve outcomes. Fostered strong relationships with clients, ensuring high levels of customer satisfaction. Coordinated with cross-functional teams to streamline operations and enhance service delivery.

## jul 2015 – mar 2016

### Sales Manager | Bajaj Alliance Life Insurance Ltd | Bhubaneswar

Directed a sales team to achieve targets and drive revenue growth. Implemented effective sales strategies and conducted training to improve team performance. Built and maintained strong client relationships, ensuring exceptional customer service. Analyzed market trends and sales data to refine approaches, contributing to increased market penetration and overall business success.

## jul 2012 – DEC 2014

### Unit Manager | ICICI Prudential | Bhubaneswar

Managed a unit of sales agents, focusing on achieving sales targets and business objectives. Recruited, trained, and mentored new agents, enhancing team capabilities. Developed and implemented sales strategies to drive growth and market penetration. Conducted performance evaluations and provided feedback to improve agent productivity. Fostered strong client relationships, ensuring high levels of satisfaction and retention. Analyzed sales data to identify opportunities for improvement and strategic adjustments.

## jul 2010 – jul 2012

### Assistant Sales Manager | Royal Shares and Securities | Bhubaneswar

Assisted in managing a sales team, achieving targets through strategic planning and execution. Provided training and support to sales agents, enhancing performance. Cultivated client relationships, ensuring satisfaction and retention, and contributed to overall business growth.

# Skills

* High Net Worth Customer Management • Exceptional Customer Service Delivery • Active Participation in Senior Management Meetings • Order Management and Official Decorum Maintenance • Strong Communication and Interpersonal Skills • Public speaking • Team Player

# Education

## jun 2000

### Bachelor of Science | Physics Hons | Utkal University | Bhubaneswar

## jun 2004

### PGDIT (Post Graduate Diploma in IT) | IIWT (Manipal University)

# Activities

Literature • Environmental conservation • Art • Yoga • Skiing • Travel

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| **Location:**  Bhubaneswar, Odisha | **Signature:**  Subhendu Mohan Samal |