**CURRICULAM VITAE**

**DEVENDRA KUMAR YADAV**

1St Floor, C 2nd -21, New Ashok Nagar, New Delhi

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# PROFESSIONAL OBJECTIVE

To be associated with an organization with world class standing repute, in order to gain exposure, done my skills & deepen my knowledge, thereby contributing to the growth of the organization.

# QUALIFICATIONS

## Professional Qualifications:-

* B.Tech. (Information Technology) with 72% from RGTU, Bhopal.

## 2. Academic Qualifications:-

* 12th with 55% from U.P. Board, Allahabad.
* 10th with 63% from U.P. Board, Allahabad.

# WORK EXPERIENCE

⮚ Currently working with **Care Health Insurance Ltd (Formerly Known as Religare Health Insurance Co. Ltd.)**

**Associate Assistant Manager – Assisted Sales since Jun’17 to till now.**

* Provide encouragement to team members to drive sales, communicating team goals and identifying areas for new training or skill checks
* Generate and shares comprehensive and detailed reports about team performance, mission related objectives, and deadlines
* Conduct team meetings to update members on best practices and continuing expectations
* Answer team member questions, helps with team member problems, and oversees team member work for quality and guidance compliance.
* Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.
* Contribute for the initial hiring and selecting process of the front line.
* Supports team members and performs management duties when Manager is absent.
* Monitoring day to day activities of agents and share report to management.
* Maintaining daily Sales and Lead MIS and share report to manager.
* Handling Team Members Queries.

**Relationship Manager – Assisted Sales from Jun’2014 to May’2017.**

* Call to customers who visits Religare Health Insurance portal  Sold them Health/International Travel Insurance.
* Building and maintaining health business relations, ensuring maximum client satisfaction by achieving delivery & quality servicing. Maintaining daily Sales MIS.

* Internship of 2 Months (July-August, 2011) as Technical Support Engineer in Genus Inventors Ltd., Bhopal.

# TECHNICAL KNOWLEDGE

Application Package: MS Office.

Languages/Technology: C, C# / .Net

Operating System: Windows 10/ 8/7/ Vista / XP, Linux Ubuntu, Macintosh. Database: MS- SQL 2005

# AREA OF INTEREST

* Sales and Marketing
* Human Resource
* Information Technology

# EXTRA CURRICULAR ACTIVITIES

* Involved in Organizational Level Cricket Tournament -2010.
* Achieved Performer of the year award in 2015 & 2016 .

# PERSONAL TRAITS

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| My Strengths | : Adaptability, Responsible, Well Disciplined, Problem Solving |
| My Hobbies | : Singing, Cooking, Net Surfing. |

**PERSONAL PROFILE**

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| **Father’s Name** | **:** | Mr. Kapildev Yadav |
| **Mother’s Name** | **:** | Smt. Prabhawati Devi |
| **Father’s Occupation** | **:** | Agriculture |
| **Date of Birth** | **:** | 01/02/1990 |
| **Marital Status** | **:** | Married |
| **Language Known** | **:** | English, Hindi ,Bhojpuri |
| **Permanent Address** | **:** | Vill- Karsarwa Khurd  Post- Rahimpur  Dist- Deoria,UP -274703, |

## Dated: - Devendra Kumar Yadav