

PRANAY KUMAR SHRIVASTAVA

Contact: 98110 07923, E-Mail: pranay.shrivastava82@gmail.com

CAREER OBJECTIVE

To build a successful career and to be a part of highly motivated team wherein I have an opportunity to demonstrate and develop my skills, make a positive contribution, set standards, gain more confidence and help organization to achieve its goals.

PROFESSIONAL EXPERIENCE

July 2015 - Present

Channel Partner with Qi Group

- ❖ Training and Coaching team members
- ❖ Taking training sessions for team members
- ❖ Spoken about the potential of the business to an audience of 600
- ❖ Writing the literature for the business plan and correcting the speeches of team members.
- ❖ Documentation of business scripts
- ❖ Teaching written , verbal and non verbal communication
- ❖ Customer Acquisition
- ❖ Customer Retention
- ❖ Partner Acquisition
- ❖ Partner Retention
- ❖ Accounts
- ❖ Training
- ❖ Finance

July 2011 – July 2015

**Sales Manager – Bancassurance Home , ICICI Lombard GIC Ltd.,
Hyderabad ,Noida**

- ❖ Handling the relationship with **ICICI Bank Home Loans Division Outbound comprising of DMA's and DST's.**
- ❖ Managing the Sales and Marketing operations for promoting General Insurance products and accountable for achieving business goals and increasing sales growth.
- ❖ Leading a Team of **8 Unit Sales Managers.**

Jan 2010 – July 2011

Sales Manager- Agency , ICICI Lombard GIC Ltd., Bangalore

- ❖ New Market Development: Identifying potential areas & developing Retail Bancassurance Agency general insurance business in Bangalore.
- ❖ Channel Management: Recruiting channel partners (agents, brokers, consultants, bank channels, NBFCs, dealers) & obtain direct business through them

- ❖ Corporate Sales: Building and nurturing old corporate and acquiring new relationships to cross sell insurance products through channel partners.
- ❖ Customer Service: Networking with Operations/Claims Management team to ensure timely claim settlement.
- ❖ Driving New Initiatives: Reactivation of old channel partners, creating new channel partners, empanelling fleet owners, brokers etc.
- ❖ Profitable growth: Giving profitable growth to the branch by doing the correct product mix of business.

June 2009 - Dec 2009-

Territory Sales Executive ,UB Group – United Spirits Limited.

- ❖ Started a new vertical -Belt Shops.
- ❖ Handled 2 Merchandisers.
- ❖ Incharge of Hyderabad II Depot GTO Market which included Premium and Super Premium products.
- ❖ Handled 10 Brands across 121 General Trade Outlets .
- ❖ **Doing Marketing and Promotional activities in Dealer's outlets to increase the market share of particular products viz a viz competitor's products.**

Aug 2004-Aug.05

Customer Care Officer, Convergys India Services Pvt. Ltd.

- ❖ Taking Inbound Calls and informing the customers about the products of Orange Pay As You Go and Pay Monthly plans.
- ❖ Mentoring and Coaching of new Customer Care Officers on the floor and doing buddy calls and mock calls with them.
- ❖ Doing Cross Sales for add on products like Voice Messaging, Video Messaging and Photo Messaging.
- ❖ SPOC (Single Point Of Contact) for the team in matters related to the Transport Issues, Salary Issues and the Floor Issues and TKS Handling for the team.

SUMMER INTERNSHIP PROJECT

HDFC BANK

LTD. TOPIC

Study of products/service offered to Preferred and Classic customers.

- ❖ Knowledge about the working model of Relationship Manager and Personal Bankers and knowhow of their software FINWARE.
- ❖ Knowledge of how the customers are segmented according to various parameters into Classic, Preferred and Imperia Customers.
- ❖ Maintaining and Updating the RF (Relationship File) and assisting customers in their queries and resolving their queries.

- ❖ Selling Gold Bars and Cross Selling to customers on the Occasion of Akshya Trithiya.
- ❖ Analysis of the Portfolio which included the deepening of the product, percentage of customers visiting the branch, investment preference of customers and the overall satisfaction of the customers and giving recommendations based on it.

MANAGEMENT RESEARCH PROJECT

Project Name: Synergistic practices in Services, TQM, SCM and Marketing Areas for Sustainable Business Results in Retail Sector.

The project dealt with the retail market in India and role of SCM in the Retail sector and its importance and benefits, and the trends in SCM and logistics. It studied the Distribution Network Configuration, Distribution Strategy, Trade-Offs in Logistical Activities, Inventory Management and Cash-Flow methodologies and integration between the different functions of Supply Chain Management.

EDUCATION QUALIFICATIONS

- ❖ MBA Marketing from ICFAI Business School, Hyderabad with 6.67 CGPA.
- ❖ B. COM from Delhi University with 52% marks.
- ❖ Class XII from Asissi Convent School, Noida with 63% marks.
- ❖ Class X from Jankidas Kapur Public School, Sonipat with 68% marks.

AWARDS & RECOGNITION

- ❖ STAR OF THE MONTH AWARD.
- ❖ MOST MOTIVATING EMPLOYEE AWARD.

EXTRA CURRICULAR ACTIVITIES

- ❖ Represented my School in Football and Volleyball Championships.
- ❖ Reading Novels
- ❖ Solving Sudoku
- ❖ Dancing – Mainly Freestyle

PERSONAL DETAILS

Name: Pranay Kumar Shrivastava

Date of Birth: 13 July 1982

Permanent Address: 1618, Lane No. 3 ,Brahmaputra Apartments, Sector 29, Noida
U.P- 201301 Ph. No. 0120-2451863