**SATYA PRAKASH SINGH**

**Address:**570/92KahimPur Pakri, Sec – H, L.D.A. Colony, Kanpur Road, LucknowU.P.– 226012

**E-Mail:**Satya.2008123@Rediffmail.com/**Contact No.:**+918858333888, +919044272223

**Seeking Technical & Managerial assignments in Technical Operation/Branch Operations / Account Management / Client Relationship /**

***Preferred Location: Any Where in India***

**PROFILE SNAPSHOT**

* A competent professional with **nearly 4 years** of experience in Branch Operations, Data Analysis, Accounting Operations, MIS & Reporting and Client Relationship Management in the All sector.
* Recognized skills in managing branch operations with an aim to accomplish corporate goals successfully.
* In depth knowledge of day to day branch operations with experience in handing clients and teams and designing new strategies to win in the market.
* Insightful experience in developing relationships with key clients of the organisation for revenue.
* Possesses good knowledge & understanding of Insurance sector.
* An excellent communicator with honed problem solving and analytical ability; comfortable interacting with multiple levels of organisation, management and staff from different locations.

**AREAS OF EXPERTISE**

Technical Operation Branch Operations BusinessDevelopment Data Analysis Account Management MIS Documentation ClientRelationship Management Team Management

**CAREER CONTOUR**

Key Deliverables:

**Branch Operations**

* Managing the overall functioning of the branch, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
* Coordinating with various departments at the Regional & Head Office.
* Involved in the complete Branch Administration and Customer Service Operations; resolvingclient queries on investments in various schemes of the company.

**Client Relationship Management**

* Managing delivery of customer services for improving client satisfaction levels for high value corporate accounts as well as individual customers for achieving regular targets.
* Building and strengthening relationships with key accounts; thereby ensuring high customer satisfaction by providing them with complete product support.
* Addressing queries & concerns of the advisors & customers and updating information about customer base.

MIS/ Reporting

* Involved in data entry operations and preparation of various MIS reports for operational achievements of the branch; preparing and maintaining all related business and financial reports.

**Team Management**

* Managing a staff of 15-20 people; leading, managing & monitoring the performance of team members to ensure efficiency and meeting of individual & group targets.
* Determining training needs of associates and conducting suitable training programs to enhance their operational efficiency leading to increased productivity.

**MIC CREDENTIALS**

**BCom Lucknow University 2007 Intermediate U.P. Board, Lucknow 2004**

**High School U.P. Board, Lucknow 2002**

**PROFESSIONAL WORKING SOFTWAER**

**SAP, ORIACAL, TALLY**

**PROFESSIONAL EXPERIENCE**

* Currently I a working with **AGILITY** as a **AccountIncharge** from **1 April 2013 to till date.**
* I have worked with **POWER TOOLS** as a **ACCOUNTENT**from **MAY 2012 to MARCH 13**
* I have worked in **GREENPLY** as a **ACCOUNTENT** Duration- **OCTOBER 2011 tO MAY 2012**.

**PERSONAL DOSSIER**

Father Name Mr. Sohan Singh

Date of Birth 10th June 1986

Languages Known Hindi& English

Marital Status Unmarried

Gender Male

Religion Hindu

Nationality Indian

References Available on request

**HOBBIES**

I get the opportunity to learn about new things, interact with interesting people. I also like watching Movies as well as net Surfing and reading books.

**DECLARATION**

I here by declare that all the information furnished above is true to the best of my Knowledge and belief.

**DATE:\_\_/\_\_/\_\_\_\_**

**PLACE: (SATYAPRAKESH SINGH)**