

JEROME SHAKILA R

+91-9843151281 · jeromeshakila@gmail.com
Kodairoad, Dindigul

CORPORATE AGENCY MANAGER

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

STRENGTHS AND EXPERTISE

Team Management	Communication Skill	Customer Relationship Management
Financial Planning	Operations Management	Customer – Focused Service
Strategic Planning	Business Development	Sourcing

PROFESSIONAL EXPERIENCE

HDFC Life Bancassurance Channel- HDFC BANK
Corporate Agency Manager

November 2018 - Present

Customer Relationship Management:

1. To provide Internal and External customers with accurate information regarding Banking products and services.
2. Handle telephonic enquiries and cross-selling of Retail Banking products.
3. Provide correct information to all customers regarding their accounts, credit cards, loans etc.
4. Answer customer queries and resolve simple complaints immediately.
5. Initiate outbound calls when required.
6. Cross sell various retail banking products and generate leads.
7. Maximize returns and minimize risk and enhance relationships for the bank.
8. Produce high quality calls and continuous follow up that leads to complete customer satisfaction.
9. Communicate well and provide feedback for both internal and external customers for improvement of services or processes.
10. Contribute to the overall success of the unit and generate ideas that can be implemented to enhance productivity.

Banking Operations:

To provide information services to customers, responding to their inquiries about the Bank's products and services and receive and process customer requests and resolving customer complaints to the required standards in order to maintain customer satisfaction and retain the Bank's customer base.

ACCOUNTABILITIES :

1. Relationship Management- Action customer requests, respond to customers' needs, complete sales and service activities and ensure complaints are resolved in order to build long-term customer relationships and support revenue generation
 2. Customer Support – Act as the first point of contact for walk-in customers in the Branch and provide consistent and accurate product information and service; to proactively resolve customer issues/complaints to the required standard.
 3. Administration – Maintain updated customer and account information by recording the details in bank system and to ensure adherence to cut-off time and deadlines for the various customer transactions to ensure that all data is recorded and transactions are processed in line with the required standards.
 4. Policies, Processes, Systems and Procedures – Adhere to all relevant organizational and departmental policies, processes, standard operating procedures and instructions so that the work is carried out to the required standard of service to customers and stake holders.
 5. Self-Management-Manage self in line with the Bank's people management policies, procedures, processes and practices to ensure adherence and to maximise own contribution to business performance
 6. Customer Service-Demonstrate Our Promise and apply the Banking Service Standards to deliver the Bank's required levels of service in all internal and external customer interactions.
-

CONTESTS PARTICIPATED & AWARDS

- Participated in the Contest “UPSELL KE SAMRRAT” in September 2020 and received the Certificate of Appreciation.
 - Received a Wooden Trophy “UPSELL TOPPER” for the exemplary Performance in Upsell Business ytd December 2020.
 - Received Bronze Club Certificate for the Step Up Employee Certification for Sales (April 2021).
 - Received a Wooden Trophy “MARKET SHARE” for maintaining 100% Market Share in Branch Banking in the FY 20 - 21.
 - Received a Bronze Award “UPSELL TOP PERFORMER” for the exemplary Performance in Upsell Business in the FY 20 -21.
 - Received Bronze Club Certificate for the Step Up Employee Certification for Sales (April 2022).
 - Received Top Notcher Award for the exemplary Performance in Top Line Business in the FY 21-22
 - Received Bronze Club Certificate for the Step Up Employee Certification for Sales (April 2023).
-

PERSONAL TRAITS

- Ability to learn new things and adapt to new technologies.
 - Ability to plan and organize a team.
 - Ability to understand problem domain and give solution to that problem.
 - Easy to get adaptable to new surroundings.
 - Ability to perform Multi Tasking
-

EDUCATION

Manipal Global Education Services, Bangalore
PG Diploma in Insurance - **8 CGPA**

2018 – 2019

PSNA college of Engineering & Technology, Dindigul
B.E. Electronics and Communication Engineering - **7.58 CGPA**

2014 – 2018