Sonia.371228@2freemail.com

Sonia

**Objective: -** Result-proven sales representative and customer service aspiring for a new challenge in the travel and tourism, Banking/Finance Industry. Equipped with 5+years outstanding record of top quality work performance and revenue achievements during my tenure with reputed financial and insurance firm in India.

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| Professional experience  | **13/05/2014 To 29/1/2017****Organization: ASIA PACIFIC TRAVEL AND TOURISM**Asia pacific travel and tourism is one of the group of company based in Dubai UAE.**Designation: Customer service cum sales executive** * To meet the overall sales target of the company by giving excursion service to our present and potential guest.
* Generating new sales opportunities by studying market analysis
* Working out techniques to acquire resources that help to develop a professional and excellent level of customer service with existing and new client
* Online booking for best places for customers which include burj khalifa, burj al Arab, the Atlantis.
* Giving travel desk services and planning holiday packages for VIP guests in 4 star and 5 star hotels in UAE and dealing with guest’s queries and complaint.
* Maintaining and providing online reservation of companies for different hotels and places in UAE
* Developing network with B2B clients for generating business as a sales support person of group of company.

**September 17,2013 To March 12, 2014****Organization: Max New York Life Insurance Pvt.Ltd** Max New York life Ltd is Joint venture with Max and new York life. Newyork life is 163years old insurance Company.**Designation: Manager Agency Recruitment**  **Duties Entailed:** * Recruiting Agent advisors and Recruitment Consultant
* Providing Career Seminar for Agent Advisors and Recruitment Consultant.
* Skill Building for Recruitment Consultants and interns
* Providing Training for recruitment consultants on processes and driving them to get maximum Recruits.
* Implementing segment specific recruitment initiatives by organizing lead generation activates.
* Developing network for generating names for recruitment and Sales

.**15 January 2013 To 31 July 2013:****Organization: IDBI federal ltd****Designation: Relationship Manager(Ban assurance federal bank Ltd)** **Duties Entailed:** * Coordinating the bank customers with regards to life insurance policy documents and queries
* Supervising three branches in south Goa.
* Responsibilities for sales, and maintaining customer investment data, Telecalling the Data for Sales Prospect.
* Ensuring high customer services levels.
* Retaining customer by using various tools of retention.
* Explaining customers various product to enhance sales targets.
* Planning and implementing various schemes to generate customer turnout and buildup Sales.

**5 September 2011 To 21 December 2012:****Organization: Aviva Life Insurance Pvt. Ltd** Aviva is world’s 6th Largest Insurance Group. Aviva life insurance is joint venture with Dabur and Aviva. Dabur is one of India’s oldest and largest group of companies. **Designation: Financial planning consultant (Banc assurance indusind bank ltd)** **Duties Entailed:** * Guiding the team for the sales.
* Supervising two branches in south Goa.
* Responsibilities for sales, and maintaining customer investment data.
* Handling Sales and Promotions of Life Insurance Product.
* Advising proper Investment Plan as per age and preference.
* Planning Strategies to Increase the Sales of assigned branch.

 **October 2009 To 31 August 2011:****Organization: HDFC BANK LTD****Designation: Sales Executive.****Duties Entailed:** * Responsible for disbursing vehicle loan to HDFC bank customers.
* Responsibilities for sales and preparing daily deliver reports
* Maintaining record of disbursement of vehicle loans to client.
* Ensuring high customer services levels to HNI customers of the branch.
* Explaining customers various tariffs of insurance product of HDFC life to enhance sales targets.
* Escalations of day end reports to Higher Authority.
* Conducting sales activities to increase sales of branch.
* Handling all types of Customer complaints.
* Conducting telecalling for feedback of services of the bank.
* Obtain and compile copies of loan applicants credit histories, cooperates financial statement and other financial information.
* Generate leads though outbound and inbound marketing including telecalling and office visit.
* Visiting various schools to enhance sales for the Institute.
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| Educational Qualification | * Graduated (B.C.A) from MES College of Arts and Commerce through Goa University in the year 2009 Securing First class
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| Professional Training | * On job training in practice and procedures business development in HDFC.
* Training for Customer relationship & effective Sales Techniques for AVIVA LIFE INSURANCE
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| Career Objectives | * To achieve satisfactory levels at professional performances, to learn through job responsibilities & Develop knowledge & skill at every level of work.
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| Personal Information | * Date Of Birth: 23th August 1987
* Nationality: Indian-**Hindu**
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