[Sonia.371228@2freemail.com](mailto: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. |
| Educational Qualification | * Graduated (B.C.A) from MES College of Arts and Commerce through Goa University in the year 2009 Securing First class |
| Professional Training | * On job training in practice and procedures business development in HDFC. * Training for Customer relationship & effective Sales Techniques for AVIVA LIFE INSURANCE |
| Career Objectives | * To achieve satisfactory levels at professional performances, to learn through job responsibilities & Develop knowledge & skill at every level of work. |
| Personal Information | * Date Of Birth: 23th August 1987 * Nationality: Indian-**Hindu** |
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