ASHISH

 ashish-392568@2freemail.com

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

*Dec 13 - July 19*

HDFC SALES PVT LTD

Deputy Manager

Total 5 year experience in Home Loan, LAP and SENP/SEP in areas of – Home Loan| LAP| Property Loan | BT | SENP Loan | SEP Loan | TOP UP Loan |

# Education

*2013*

*2010*

*2008*

Mumbai university

TYBBI (Banking & insurance )

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Maharashtra Board H.S.C

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Maharashtra Board S.S.C

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# Skills

1. Strong knowledge of customer care techniques and processes 2. Exceptional analytical and listening skills 3. Ability to operate well in a call centre team environment 4. Familiarity with several voice-logging systems and tools 5. Keenness and ﬂexibility to work extended hours 6. Natural ﬂair for coaching, motivating, and interacting with people

Language

Hindi English Marathi

Role And Responsibility

1. Responsible for handling a team of Financial Advisors
2. Motivating and inspiring the team to surpass their potential
3. Improving the team and facilitating the communication among the members of team
4. Exceeding and meeting departmental objectives, including conversion targets, and lead generation
5. Creating sense of ownership within the employees and resolving employee issues, if any
6. Encouraging, supporting, and motivating actively ones peer team
7. Looking constantly for development as well as continuous improvement for the entire team
8. Monitoring, organizing, and coaching team on a day-to-day basis
9. Ensuring that the employees follow their schedules properly as designed
10. Striving for new ways continually, to increase the opportunities of sales 11.Handling escalated calls, complaints, questions, and queries as necessary