

Shagun Bajpai

HR

 Kanpur , UP, 208027

 8840676898

 shagun.bajpa85@gmail.com

Enthusiastic business development executive eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of sales and team leading . Motivated to learn, grow .



Skills

- Sales Development
- Business opportunity development
- Employee training and development
- Business development and planning



Work History

● Digital Business Development Executive

Jana Small Financial Bank, Kanpur, Uttar Pradesh

- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Led sales team.
- Maintained excellent attendance record, consistently arriving to work on time.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Used Microsoft Word and other software tools to create documents and other communications.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Created plans and communicated deadlines to ensure projects were completed on time.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.

● Phone Banker

HDB Financial Services, Delhi , Delhi

- Managed leads and referrals for prospects interested in specific bank products such as loans and credit cards.

2019-08 - 2020-06

2018-11 - 2019-08

- Used CRM system daily to maximize service opportunities and enhance communication.
- Improved customer satisfaction by going above-and-beyond to answer questions and offer expert support.
- Helped customers complete online banking services and assisted with user access problems such as forgotten passwords.
- Handled over 120 incoming telephone calls, emails and chat requests.
- Responded to customer inquiries with patience and positivity to establish excellent first impression.
- Performed clerical work such as sorting mail, restocking supplies and typing documents.
- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Received incoming calls and paged individuals and departments over PA system.
- Completed transactions for customers and capitalized on opportunities to cross-sell products and services.
- Evaluated viability of funding sources and destinations to proactively detect fraud.
- Stayed current on changing products, services and policies to offer exceptional service to customers.
- Processed paperwork for new accounts and transactions with high degree of accuracy.



Education

2011-07 - 2012-06

● 10th: Science Education

Vivekanand Girls Inter College - Kanpur

- Graduated in Top 82.5% of Class

2013-06 - 2014-07

● 12th: Science

Vivekanand Girls Inter College - Kanpur

- Graduated in Top 86.2% of Class

2015-06 - 2017-08

● Bachelor Of Science And/with Education Degree: Information Technology

Pt. Sahdev Prasad Trivedi Mahavidyalaya - Kanpur

2017-08 - 2019-06

● MBA: Human Resources Management

Arunachal University Of Studies - Lucknow