**Curriculum Vitae**

**ABHAYKANT SHARMA**

Bachelor of Arts

Communication – House No: 78 Water Works no-1 Civil lines Delhi-110054

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Career Objectives

"To work in a progressive organization that can expand all my knowledge and provide me exciting opportunities to utilize my skills and qualification to produce result fidelity”

**Skill & Knowledge**

* Excellent communication and interpersonal skills
* An interest in meeting new people and relationship management skills
* A results-driven approach to work in order to meet targets
* Integrity, sincerity and discretion
* Excellent time management skills and self-motivation
* Computer literacy
* Team working skills.

Work Experienced – 4 years

**Tata AIA Life Insurance Company Ltd. – Asst. Managers – 4 Dec-2019 to till date.**

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Job Title - Team Handling, Supervision, Sales, Analysis

Company Name - Tata AIA Life Insurance Company Ltd.

Start Date - Dec 2109 to till date

Reporting to - Area Manger – Tata AIA Life Insurance

Current Locations - Rohini – Delhi

Job Responsibilities

* Coordinate daily customer service operations (e.g. sales processes)
* Track the progress of weekly, monthly, quarterly and annual objectives
* Evaluate employee performance and identify hiring and training needs
* Supervise and motivate staff to perform their best
* Coach and support new and existing Sales Associates
* Monitor retail operating costs, budgets and resources
* Suggest sales training programs and techniques
* Communicate with clients and evaluate their needs
* Analyse consumer behaviour and adjust product positioning
* Handle complaints from customers
* Create reports, analyse and interpret retail data, like revenues, expenses and competition
* Conduct regular audits to ensure the store is functionable and presentable
* Make sure all employees adhere to company’s policies and guidelines

**Policy Bazaar.Com – Sales Consultant – July-2018 to 1 Dec 2019**

Job Title - Insurance Advisor, Associate Sales Consultant

Company Name - Policy Bazaar.com Web Aggregator Company Pvt. Ltd.

Start Date - July 2018 to 1 Dec 2019

Reporting to- Assistant Manager – Policy Bazaar Investment Group

Current Locations- Gurgaon

**Job Responsibilities**

* Researched and customized service proposals for the client as financial advisor.
* Have direct oversight of financial products following Markets.
* Performance and comparing it to expectations to aid in clients decisions making.
* Build effective client and financial services network to support business goals and deliver high level of investment performance.
* Maintaining positive business relationships to ensure future sales.

 Ensure high levels of customer satisfaction through excellent sales service

 Assess customers needs and provide assistance and information on product features

 Remain knowledgeable on products offered and discuss available options

 Build productive trust relationships with customers

 Comply with inventory control procedures

**EXL Services Pvt. Ltd. – Reporting Analyst – Feb 2017 – May 2018**

Job Title - Reporting Analyst

Company Name - EXL Services Pvt. Ltd.

Start Date - Feb 2017 – May 2018

Reporting to- Assistant Manager – In Operations of EXL

Current Locations- Noida

**Job Responsibilities**

* Research and identify clients and co-workers to develop project goals. Analyze user data needs and determine needs resolved through automated repeatable process
* Review system capabilities, workflow and scheduling limitations to identify if requested programs are possible in current system.
* Research, present and resolve issues.
* Prepare transparent standard reports and analyze to support business needs. Handle small projects, present results and meet deadlines by collaborating multiple projects.
* Document business requirements to depict user needs with complimentary technical requirements.
* Develop and enhance spreadsheets and databases functionality like usage of forms, templates and logic functions.
* Handle information processed confidentiality and proprietary nature of database. Ensure high data quality through regular quality checks.
* Develop cross group and cross functional reports covering client needs. Offer compliance, escalations, operational and supplier audits, data analytics and complex activity administration daily.
* Extract, filter and aggregate data through logical queries and basic programming. Develop and create data layout like tables, charts, graphs, heat maps and process flow diagrams.

**Genpact India Pvt. Ltd. – Process Associates – Dec 2015 – Feb 2017**

Job Title - Process Associates

Company Name - Genpact India Pvt. Ltd.

Start Date - Dec -2015 – Feb 2017

Reporting to- Assistant Manager – In Operations of Genpact

Current Locations- Noida

**Job Responsibilities**

* Monitor all transactions and ensure compliance to quality regulations and maintain effective relationships with clients.
* Coordinate with internal and external clients and provide assistance on phone and resolved all queries.
* Ensure optimal level of customer services and collaborate with brokers, stakeholders for all requests.
* Maintain knowledge on all technical information and resolve all issues in transactions and perform correction wherever required.
* Perform quality check assessment on all processes of various associates.
* Coordinate with team members and ensure achievement of all team objectives and goals.

**Educational Qualifications:**

* Bachelor of Arts (57.25%) from Delhi University, 2014
* Higher Secondary(68%) from R. P. V. V, Civil Lines, Delhi 2011
* High School (49.28%) from R. P. V. V, Civil Lines, Delhi 2009

**Personality Traits**

* Goal oriented and self-motivated.
* Excellent interpersonal skills.
* Efficiency of managing multiple tasks.
* Hard working and flexible to work

**Personal Details:**

Father’s Name: Sh. Rakesh Kumar Sharma

Date of Birth: 29 April 1993

Gender: male

Marital Status: Unmarried

Languages Known: English, Hindi, Regional Language

All the information mentioned above is true to the best of my knowledge.

**Sincerely**

**Abhay kant Sharma**