

**CAREER OBJECTIVE**

Seeking a Business Analyst position in a stable company where I can use my skills for the mutual benefit of the company and myself to grow as a professional.

**PROFESSIONAL EXPERIENCE****SALES MANAGER**

Aug '21 - Present

**Bajaj Housing Finance Ltd**

Indore , Madhya Pradesh

Sales and services (Home Loans &amp; LAP)

- Handled all customer relations issues pleasantly, enabling quick resolution and client satisfaction.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Motivated team members to meet and exceed objectives by setting goals, tracking performance on daily basis and implementing improvement strategies.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies.
- Maintained extensive knowledge of company products and services.

**RELATIONSHIP MANAGER**

Sep '19 - Jun '21

**ICICI Bank Ltd**

Indore , Madhya Pradesh

(Analysis , Sales and Services )

- Suggested solutions for complex problems.
- Executed business assessment reviews
- Handled client enquiries and managed queries.
- Having extensive interaction and communication with traders
- Conducted market research and formulated investment and asset allocation.
- Achieved client loyalty through quality, productivity, service and proactive management.
- Offered clients personalized options to answer wide range of needs.

**Department Manager**

May '18 - Feb '19

**Avenue Supermarts Ltd**

Pune , Maharashtra

Management, Policy and Governance

- Followed all safety protocols and company processes and procedures.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Demonstrated excellent communication skills in resolving product and consumer complaints.

**EDUCATION****MBA : Marketing And Finance****International Institute of Professional Studies, DAVV**

INDORE

Master

**Bachelor's of Commerce****DAVV University**

INDORE

Bachelor

**KEY SKILLS**

- Analytical and problem solving skills  
MS Office , Python & SQL

- Banking Products Knowledge, Business Process & Services
- Business Development and Sales Supervision
- Quick Learner