KUNAL JAYWANT MOGRE

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Rich experience in **Business Development** and **Client Relationship Management**, aiming to transition into **Data Analytics**. Applying expertise in data-driven decision-making, SQL, Tableau, and Power BI to generate actionable insights and optimize business strategies for growth.

Profile Summary

- **Over 6 years** of experience in **business development** and **client relationship management**, focusing on **data analytics** to drive growth and enhance decision-making.
- Proficient in **SQL**, **Tableau**, **Power BI**, and **MS Excel** to extract, analyze, and present actionable insights for business optimization.
- Completed the **Executive Certificate Program in Business Analytics and Data-Driven Decision Making** from **Indian Institute of Management Visakhapatnam (IIMV)**, in collaboration with **Toronto Metropolitan University** and **Copenhagen Business School**, emphasizing the transformation of big data sets into actionable business insights.
- Expertise in **market research**, **sales forecasting**, and identification of opportunities through **data analysis**.
- Recognized for outstanding leadership in managing **teams**, **training staff**, and using **data insights** to improve performance and efficiency.
- Received the **Health Icon Award** from **ICICI Lombard** in 2022 for outstanding **client service** and performance.
- Achieved sales targets including exceeding **INR 1.50 crore** during the **COVID-19 period** by leveraging **data** to refine strategies.
- Earned certifications in **Critical Thinking**, **Stress Management**, and **Time Management** from **UptopCareers** (2024), showcasing a strong commitment to enhancing problem-solving abilities, maintaining efficiency under pressure, and optimizing personal productivity.

Core Competencies

Data Analysis & Interpretation	Sales Forecasting	Advanced Excel & Reporting
Business Intelligence	Client Relationship Management	Team Leadership & Development
Market Research & Trends Analysis	Data-Driven Decision-Making	Business Analytics

Technical Skills

Data & Business Analytics: SQL, Advanced Excel, Power BI, Tableau
Presentation & Reporting: Advanced PowerPoint
MS Office Suite
Internet and Web Applications

Work Experience

Mar'2022 to Oct'2023: Senior Relationship Manager - Health at ICICI Lombard General Insurance Co. Ltd., Pune
Role:

- Spearheaded a **data-driven team** of 24 members, focusing on recruitment, training, and performance management to ensure optimized client service and **sales effectiveness**.
- Analyzed **customer data** and leveraged insights to deliver **tailored insurance solutions**, addressing unique client needs and enhancing customer loyalty and retention.
- Collaborated with branch management to develop and implement **relationship management strategies**, utilizing **data analysis** to identify market opportunities and assess potential risks for growth.
- Conducted **market research** and competitor analysis using **data tools** to provide actionable insights, influencing the development of new products and strategies.
- Monitored **sales performance metrics** and used **data-driven insights** to create and adjust strategic sales plans, ensuring goals were met in a constantly evolving market.
- Led **cross-selling initiatives** based on **data analysis**, identifying client needs and expanding product adoption to maximize revenue generation.
- Optimized client engagement by managing the entire sales process using **data** to enhance decision-making at every stage - from lead generation to closing.

Achievements:

- Honored with the **Health Icon Trophy** in June 2022 for outstanding performance, reflecting excellence in using **data insights** to drive business outcomes.

- Successfully exceeded a **sales target** of 1.5 crore INR during the COVID-19 period by leveraging **market data** to adjust sales strategies and improve client engagement.
- Improved team performance by using **data analytics** to identify training needs, resulting in increased sales effectiveness and better team cohesion.
- Developed and implemented **innovative data-driven sales strategies** that expanded the client base and increased market share, even in a competitive environment.

Jul'2021 to Mar'2022: Chief Relationship Manager at Bajaj Allianz Life, Pune
Role:

- Managed telemarketing operations with a focus on utilizing **data analytics** to optimize lead generation and conversion processes, improving overall sales efficiency.
- Developed and executed **targeted marketing campaigns** by analyzing **customer data** to identify high-potential segments, boosting conversion rates and increasing client acquisition.
- Conducted **customer segmentation analysis** to tailor product offerings and marketing efforts, enhancing client satisfaction and decision-making.
- Monitored **team performance metrics** using **data dashboards** and conducted performance analysis to provide real-time feedback, improving overall productivity and sales outcomes.
- Collaborated with cross-functional teams to enhance the customer experience, using **data** to streamline processes and ensure faster service delivery.
- Leveraged **data-driven insights** to develop and implement training programs for team members, focusing on improving sales techniques and customer service strategies.

Achievements:

- Increased **market share** through **data-driven client acquisition strategies**, contributing to the company's growth.
- Implemented **process improvements** based on **data analysis**, reducing response times and enhancing operational efficiency within the Telemarketing division.
- Improved **customer feedback scores** by using **data analysis** to refine sales approaches and better address client needs.
- Fostered a positive team environment that boosted morale and productivity, underpinned by regular **data-driven performance reviews** and goal setting.

Previous Experience

Dec'2019 to Apr'2021: Associate Agency Development Manager at Max Life Insurance Co. Ltd., Pune

Mar'2019 to Nov'2019: Distributor at Ramanlal & Sons, JK Tires, Pune

Sept'2017 to Feb'2019: Sales Executive at Kacee Management, Cogent Oil, Pune

Education

2018: MBA in Sales and Marketing, Sathyabama University, Chennai
2016: B.Com., Sathyabama University, Chennai
2012: Diploma in Office Automation and Information Technology from Gauri Infotech, Pune

Certifications

- Advanced Online SQL Training from Udemy in October 2024
- Basic to Advanced Tableau Dashboard Certification from Skills Nation in October 2024
- Business Analytics Data-Driven Decision-Making Certification from IIM Visakhapatnam in September 2024
- Business Intelligence using Power BI Certification from Skills Nation in September 2024
- Basic to Advanced PowerPoint Certification from Skills Nation in September 2024
- Advanced Online Excel Training from Skills Nation in August 2024

Personal Details

Date of Birth:	20th June 1993
Languages Known:	English, Hindi, Marathi, Telugu
Address:	Pune – 411001, Maharashtra