

Shivam Saxena

FINANCE

Contact

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Skills

Customer interaction

Customer service

MS Office

Communications

Problem-solving individual with more than 3 years working as a Senior Relationship Manager for a company in the financial sector. Experienced in Mutual funds , FD, Bonds, Portfolio handling , Investment advisory and dedicated to always being fully committed to any task. Enthusiastic Senior relationship manager eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Mutual funds , Stocks , Bonds . Motivated to learn, grow and excel in financial industry .

Work History

2019-12 -

Current

Senior Relationship Manager

ICICI Securities Ltd., Gurgaon, Haryana

- Planned and attended meetings with clients to cultivate and grow partnerships and opportunities.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- Increased customer satisfaction by resolving Mutual funds, Bonds, FD, shares issues.
- Maintained excellent attendance record, consistently arriving to work on time.

2019-01 -

2019-11

Associate Sales Consultant

Paisabazaar.com, Gurgaon, Haryana

- Performed cold-calling and follow-ups with leads to secure new revenue.
- Identified prospect needs and developed appropriate responses along with information on suitable products and services.
- Exceeded established sales goals and increased client retention by 80 %.
- Followed up with customers after completed sales to assess satisfaction and resolve any technical or service concerns.
- Updated sales strategies and marketing channels to increase overall profitability by 80 %.
- Networked at events and by phone to expand business profits and revenues.

2017-02 -
2018-11

Junior Executive

JBM AUTO PVT.LTD, KADI, GUJRAT

- Receiving of material
- Physical inventory
- Material issues –BOP Material , Consumables
- Posting / transferring of Material putting with movement type in WIP,FG,BOP , GEN etc. ,
- Returnable Gate Passes-Company material sent for Repairs,Related documentation work.
- Issue to material reservation basis on SAP
- Making of GRN on SAP basis
- Perpetual and Annual Physical Stock Verification
- Planning and Arrangement of shift plan for the Associates
- Monitoring of 5s in stores

Education

2008-04 -
2009-05

High School Diploma

MAHARISHI VIDYA MANDIR - BADAUN

2010-04 -
2011-05

INTERMEDIATE: Commerce

MAHARISHI VIDYA MANDIR - BADAUN

2011-07 -
2014-08

BBA: FINANCE

INVERTIS UNIVERSITY - BAREILLY

CO-ORDINATOR IN MEGA JOB FAIR WEEK FROM 22 JULY-26 JULY 2013

2014-07 -
2016-08

MBA: FINANCE/MARKETING

IMS NOIDA - NOIDA

MANAGEMENT QUIZ COMPETITION ORGANISED BY COLLEGE AND WON THE 1ST PRICE

Certifications

NISM , IRDA

Sketching

I can sketch the following :

- PORTRAIT
- SCENERY
- NATURAL VIEWS