

Ravi Kumar Deo

Business Development Executive | Relationship Manager

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Currently working as a Business Development Executive and have a Dynamic Relationship Manager with 1.7 months of experience and a proved track records in the Health Insurance industry. Skilled in analyzing business process, identifying requirements, and delivering data-driven solutions that enhance operational efficiency. Adept at fostering strong client relations, driving customer satisfaction, and facilitating portfolio growth. Equipped with a strategic mindset and strong problem-solving skills to navigate complex business challenges.

Core Competencies:

- Client Relationship Management
- Account Management
- Customer Retention & Engagement
- Negotiation & Conflict Resolution
- Cross-functional Team Collaboration
- Business Development & Revenue Growth
- Data Analysis & Visualization (e.g., Excel, Power BI, Tableau)
- Business Process Improvement
- Requirements Gathering & Analysis
- Documentation & Reporting
- Time Management & Interpersonal Communication

Currently working:

1vp Vendor Platform, Bengaluru

Business Development Executive (oct 20/2024-current)

**Identifying opportunities | Relationship
Building | Market research and analysis
Contract Negotiation and Deal Closure**

Professional Experience:

Star Health and Alliance, Dhanbad, India.

Relationship Manager (March 09/2023 – OCT 10/2024)

- Cultivated and strengthened client relationships, resulting in increased customer satisfaction and significant portfolio growth.

- Identified the pain points and developed tailored solutions, enhancing client outcomes and satisfaction ratings.
- Established trust through consistent communication and regular check-ins ensuring a deep understanding of client objectives.

Skills:

- Tally
 - MS Excel
 - MS Word
 - PowerPoint
 - Team Building
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- Decision Making
 - Presentation Making
 - Market and Competitive Analysis

Education:

- **Master's in marketing and finance** Radha Govind University, Ranchi, Jharkhand June 2021 – June 2023 | 7.31 CGPA
- **Bachelor of Arts** Sindri College, Jharkhand June 2017 – June 2020 | 5.8 CGPA)

Achievements:

- Achieved the 1st business performer in the Patna region for Federal Bank in December and January with business of 2.5Lakhs each month.
- Recognized as Performer of the Month at Star Health and Alliance for outstanding contributions.

Volunteer:

- Actively participated in more than 5 times in our college and organizational activities, demonstrating commitment to community service.
- Assisted in a blood donation drive in Jharkhand, contributing to public health initiatives.