

POOJA GARG

Delhi, India

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PROFILE

Dynamic banking professional with over 2 years of experience, advancing from Customer Service to Key Account Manager. Skilled in enhancing client relationships, managing key accounts, and driving growth.

EMPLOYMENT HISTORY

Key Account Manager-IndusInd Bank, Tata AIA Life Insurance Nov 2023 – Present

Client Consultations: Meet with clients to understand their insurance needs and financial goals, providing personalized advice and recommendations on life insurance products.

Client Relationship Management: Build and maintain strong relationships with clients, addressing their questions and concerns, and providing ongoing support to ensure satisfaction.

Sales Targets: Meet or exceed sales targets and performance metrics set by the company, contributing to overall business growth and profitability.

Documentation and Reporting: Maintain accurate records of client interactions, policy details, and sales activities, and provide regular reports to management.

Training and Development: Participate in ongoing training and professional development to enhance product knowledge and sales techniques.

Customer Service: Provide exceptional customer service by resolving issues, answering inquiries, and ensuring a positive client experience throughout the policy lifecycle.

Sales Officer, HDFC Bank Feb 2023 — Oct 2023

- Responsible for handling incoming calls with a variety of customer types
- Regularly met or exceed monthly targets
- Providing good service to customers pertaining to any of their banking, financial and investment needs
- Cross-Selling products over the phone to the customer like insurance, investments and Loans.
- Resolving customer queries over the phone on a day-to-day basis.

Phone Banking Officer, HDB Financial Services Nov 2021 — Feb 2023

- Resolving customer queries over the phone on a day-to-day basis thereby providing efficient customer service
- Cross Selling products over the phone to customer like Insurance, Investments, and Loans.

EDUCATION

University Of Delhi Aug 2018 — Jul 2021
Bachelor of Arts *Delhi*

Shri Rama Shard Public School - CBSE May 2017 — May 2018
Commerce Bahadurgarh