

Malika Ahuja

PROFILE

A dynamic sales person with a proven track record, I excel in fostering robust customer relations and driving revenue growth through innovative strategies. Skilled in problem-solving and lead generation, I've significantly enhanced market presence and product offerings, demonstrating exceptional customer service and relationship management abilities.

EXPERIENCE

INFOEDGE INDIA LIMITED

June 2024 – September 2024

Senior Corporate Executive

- Established strong relationships with industry influencers, expanding the organization's network and increasing its market presence.
- Boosted overall company revenue by identifying and pursuing new business opportunities.
- Interacted well with customers to build connections and nurture relationships.
- Championed innovative initiatives that led to enhanced product offerings and competitive advantage in the marketplace.

ICICI BANK LIMITED

February 2023 - June 2024

- Achieved sales targets consistently by implementing innovative sales strategies and tactics.
- Increased sales revenue through extensive market research and implementing effective sales strategies.
- Conducted comprehensive sales presentations to showcase product benefits, leading to higher sales volume.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Maintained knowledge on banking products and distribution to provide optimal service support.

CONTACT

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New Delhi

EDUCATION

PGDB 2022-23

Manipal Academy of Higher Education,
Bengaluru

B.COM 2016-19

St Bede's College, Shimla

SKILLS

- Generating leads
- Customer Relations
- Relationship Building
- BFSI Operations
- Problem Solving Skills
- Microsoft Office

COURSES

- NISM - National Institute of Securities Market 2022
- IRDAI - Insurance Regulatory and Development Authority of India 2022
- Fundamentals of Digital Marketing by Google Digital Unlocked, 2018

INTERNSHIP

ICICI BANK LIMITED, NEW DELHI Oct 2022 – Dec 2022

Relationship Manager Trainee at ICICI Bank, New Delhi

- Successfully completed the target of 40 insta biz activation during internship period
- Resolved customer issues in a timely and efficient manner, resulting in 90% reduction in customer complaints
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Strengthened client relationships by actively listening to their needs and providing tailored financial solutions.

KOTAK MAHINDRA PRIME LTD, MEERUT

Jan 2022 – May 2022

Relationship Manager Trainee at Kotak Mahindra Bank, Meerut

- Sales Executive working along with 15 sales representatives in the Automobile Loan Department
- Gained Insights in field visits for customer verification and loan documentation
- Responsible for front-end client interaction and conversion for 4 car outlets
- Disbursed and converted leads for 6 customers, closed deals worth INR 30lacs