

# SHAILENDRA SINGH

EXECUTIVE

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LOCATION | Jaipur, INDIA

EXPERIENCE | 1 Year 10 Months

## Key Skills

- Mutual Funds
- NISM
- Client Handling
- Equity Market
- Mutual Fund Operations
- Executive Support
- Customer Relationship
- Customer Support
- Customer Service
- Front Office Operations
- Back Office Operations
- Sales And Marketing
- Sales Development
- Process Management
- IFA CHANNEL HANDLING

## Certification

- NISM-Series-II-B: Registrars To An Issue And Share Transfer Agents - Mutual Funds  
Valid upto November 2027

## Languages

- English

## Profile Summary

"Versatile professional with experience in real estate sales and expertise in mutual fund operations. Strong track record in client management, process efficiency, and delivering results in dynamic environments. Recognized for analytical skills and a proactive, problem-solving mindset."

## Work Experience

### Executive

Kfin technologies Limited

02/2024 - Present

1. Managed all distributor and investor queries, issues, and feedback across Rajasthan, ensuring timely and effective resolution.
2. Coordinated branch operations in Jaipur and other branches across Rajasthan, handling both front-desk and back-office tasks.
3. Provided exceptional customer service by addressing and resolving queries and concerns from distributors and investors.
4. Conducted accurate data entry and maintained up-to-date records for all transactions and communications.
5. Assisted in the smooth operation of branch activities, ensuring compliance with company policies and procedures.
6. Supported branch staff in managing day-to-day tasks and ensuring operational efficiency.
7. Collaborated with cross-functional teams to improve service delivery and customer satisfaction.
8. Implemented and monitored processes for handling customer feedback, leading to enhanced service quality.
9. Facilitated effective communication between branch offices and head office, ensuring alignment on goals and objectives.
10. Played a key role in branch administration by overseeing various operational tasks and ensuring seamless service to clients.

- Hindi

## Sales Officer

Shubhashish Builders and Developers

12/2022 - 01/2024

1. Experienced professional with a proven track record in sales and customer relations. 2. Consistently achieved monthly sales targets by providing accurate information on pricing, offers, and project specifications. 3. Adept at responding to inquiries, conducting thorough follow-ups, and updating CRM software. 4. Skilled in conducting site visits, managing existing bookings, and resolving customer queries through collaboration with backend teams. 5. Proactively gathered market and competitor insights to inform product strategies. 6. Excelled in maintaining and nurturing customer relationships, leading to successful referral bookings. 7. Proficient in organizing outdoor promotional activities such as trade fairs and canopy installations.

## Education

### B.A - Political Science

2022

Vikram University, Ujjain

Grade - 62%

### 12th

2019

Madhya Pradesh , Hindi

Grade - 62%

### 10th

2017

Madhya Pradesh , Hindi

Grade - 79%