

# RESUME

## INDUMATHI P

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### SALES & MARKETING | FINANCIAL SERVICES | CUSTOMERSERVICES

#### PROFESSIONALSNAPSHOT

An accomplished **Graduate in BA** and Sales professional with over **6years** of experience in Sales & Marketing.

Currently associated with ICICI direct ltd **Chennai as a Sr. Sales Manager**

A strategic planner with expertise in formulating business continuity plans, identifying & adopting emerging trends to achieve organizational objectives and profitability norms

Diligent professional, ability to identify issues and de-bottleneck them effectively

Skilled at building relations with customers and servicing them with excellent services

Possess sound knowledge about prevalent financial markets with hands on experience in managing a wide array of financial advisory and banking services

Excellent communication skills with exceptional relationship management.

Poses skill of working under pressure and adapts to changes with positive attitude

#### CURRENT ORGANISATIONALDETAILS

Company. : **India bulls**

venturesWorking. : 03July

2019 to 13Nov 2019

Designation:RelationshipManag  
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#### Role:

Deftly initiated various Corporate activity to acquire a new clients and encourage them to trade

Developing, monitoring and communicating performance against key success metrics, while, identifying and mitigating risks associated with achieving the company's investment plans while monitoring stock's creditability &efficiency.

Establishing coordination between the various functional departments like operation / process control, customer service department and also, with clients.

Handling of trading account, De-mat account and Bank account opening.

Dealing in equity markets of NSE & BSE, Derivatives (F&O).

Resolving Customer Complaints and speedy response to mails by customers. Adhere to the guidelines of Know Your Customer (KYC).

#### PREVIOUS ORGANISATIONALDETAILS

Company. : **Axis Securities Ltd**

Working. : Since Sep 2014 to 17 Oct

2017 Designation: Sr.SalesExecutive

Company. : **ICICI Direct Ltd**

Working. : 05 Mar 2018 to 16 Oct

2018 Designation: SalesManager

Company.:**IIFLSecuritiesLtd**

Working.:17Oct2018to22Apr2019

Designation:Relationship managar

## **Role:**

Deftly initiated various Corporate activity to acquire new clients and encourage them to trade. Developing, monitoring and communicating performance against key success metrics, while identifying and mitigating risks associated with achieving the company's investment plans while monitoring stock's creditability & efficiency.

Establishing coordination between the various functional departments like operation/process control, customer service department and also, with clients.

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## **ACHIEVEMENTS**

I have started my carrier as a **Sales Executive** and got promoted as a **Sr. Sales Manager** within 3 years.

Awarded as Best Performer for highest incentive earned in the year of **2016**.

Best performer for sourcing quality accounts.

Best performer in the month (April 2015) for in-warding highest numbers of application forms.

Best performer in the year (2015-16) for sourcing value products.

Best Customer oriented skill award winner on 2016.

## **CHALLENGES OVERCOMED**

Had handled all the verticals of sourcing successfully during my tenure – Lead Management System (LMS), Open Market, Salary Team & Bank Direct channels.

**Lead Management System:** Able to convert the highest conversions in spite of the location (Hyderabad & Chennai)

**Sourcing accounts from corporate:** It was a easy task to source Privilege Accounts but it was difficult when multi banking access was allowed for sourcing from corporate. Taken the ownership on behalf of salary team voluntarily given presentation of our product where we have converted the maximum percentage of accounts from salary team sourcing.

**Bank Direct:** Downloaded the product details and benefits in such a way that was able to collect highest margin from the cluster in spite of huge Life Insurance (LI) target.

## **ACADEMIA**

**BA Economics in 2011 - 2014** from **Guru Nanak College**, Chennai, T.N.

**Higher secondary in 2009 -2011** from **J.G.G.Girls Hr. Sc. School**, Chennai, T.N

**School in 2009** from **J.G.G.Girls Hr. Sc. School**, Chennai, T.N

## **IT SKILLS**

Operating systems like Win-98, 2000, 2010, XP, Vista

MS Office (Word, Excel, Power-point, Access)

## **PERSONAL DETAILS**

**Date of**

**Birth** : 14 July 1993

**Address** : No: 7/18 priyar nagar 2nd Cross street kumapuram a, Chennai 600044. T.N, India