RESUME

SHIV KUMAR

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Adda Ushra Etawah, Uttar Pradesh 206001

SUMMARY

Experienced professional with a strong background in technology-related roles. Proficient in software development, system administration, and technical support. Skilled in problem-solving and optimizing performance. Capable of managing projects and collaborating effectively with teams. Committed to continuous learning and staying current with industry trends to contribute to organizational success.

Reliable professional skilled at coordinating supplies, records and schedules to keep office teams on-task and ready for daily demands. Proficient in using diverse software to produce professional spreadsheets, reports and correspondence. Positive, upbeat and service-oriented attitude toward completing tasks.

Goal-driven sales management professional bringing several-year career history in sales and proven track record of strategic business growth. Skilled at aiding in product marketing efforts. Adept at cultivating productive client relationships through positive rapport, tailored solutions and client engagement.

SKILLS

Management Skills

Creativity

Communication

Negotiation

Critical Thinking

Leadership

Customer Retention

Account Retention

Insurance sales strategy

Account Management

Insurance Claim Regulations

EXPERIENCE

Insurance Sales Advisor

Etawah Up, CT

(Aditya Birla Insurance)/ Jan 2021 to Current

Presented product offerings in a clear and concise manner during meetings with prospective clients.

Assisted customers in filing claims when necessary, ensuring timely resolution of disputes.

Developed and maintained relationships with existing customers while also generating new leads through cold calling.

Processed payments from clients, issuing refunds as needed or requested by the customer.

AEC Supervisor Cum Operator (S.B.I)

Etawah Up, CT

Aisect pvt ltd./ Jan 2018 to Feb 2024

Resolved customer complaints in a timely manner while ensuring customer satisfaction.

Created new strategies for improving customer service standards within the organization.

Provided guidance and direction to subordinates regarding job duties and responsibilities.

Directed and supervised team of 15 employees in daily operations.

Monitored employee productivity levels on a regular basis to identify areas of improvement.

Coordinated with other department supervisors to ensure smooth workflow and project alignment.

Sales Executive Manager

Etawah Up, CT

Amar Ujala press print/ Jan 2016 to Jan 2018

Generated qualified leads through cold calling and other sources.

Tracked performance metrics such as number of leads generated, conversion rates to measure success rate of campaigns.

Developed and implemented sales strategies to increase market share and profitability.

Managed inventory levels through forecasting demand and ordering supplies accordingly.

Established goals for each member of the sales team and monitored their progress regularly.

Machine Operator (Newspaper Press)

Etawah Up, CT

Denik jagran press/ Jan 2014 to Jan 2016

Set up and operate machine tools to produce precision parts and instruments.

Maintain records of completed work and production data including volume produced and time required for each task.

Observe machine operations to detect any problems or defects in the finished product.

Carry out regular safety checks on machinery prior to operation.

Check products for accuracy using measuring instruments such as calipers, micrometers, gauges.

Documented daily production data and submitted accurate time logs to keep management up-to-date.

Monitored process units and quality control testing performance for plant processes and water quality sampling.

EDUCATION AND TRAINING

D.Pharma (Appearing)

Jan 2024

BSC Graduation CSJMU, Kanpur

Jan 2017

Intermediate

Jan 2014

Board: U.P. Board

Highschool

Jan 2012

Board: U.P. Board

COMPUTER SKILLS CERTIFICATION

I.R.D.A.I. Exam Qualified

I.I.B.F. Exam Qualified

Ceritificate of Office automation

CCC, certificate

Persuing O Level Diploma

Certificate of Food & Beverage Hospitality Service Associated

Certificate of Communication (Microsoft)

Certificate of Digital Product. (Microsoft)

Certificate of interprenure. (Microsoft)

Certificate of management. (Microsoft)

LANGUAGES

English:B2

Upper Intermediate

Hindi:C2

Proficient