



## LEKSHMI M

- AJMAN, UAE
- +971 568147115
- [Lekshmisureshkumar2017@gmail.com](mailto:Lekshmisureshkumar2017@gmail.com)

### Summary

- *Having Product knowledge for most of the aspects of the Travel Industry.*
- *Good communication & interpersonal skills*

### **Skills**

- Highly personable customer service professional
- Talent for identifying customer needs and providing appropriate service
- Quality assurance
- Software skill
- Team work
- Customer service

## Professional Experience

### ❖ *HDFC securities. Sales Officer (July 2017- Oct 2018)*

- Profiling customers and provide financial product to meet customer needs
- Guiding the client about the suitable investment/trading products as per client's profile
- Generate leads and sell different cross products to the client- Demat , Savings Account & Insurance
- Banking operation
- Customer service
- Recording complaints ,problems ,queries and assistance for the same
- Manage the benchmark no. of customer in the portfolio
- Enhancement of the relationship by cross-selling products and service
- Achievements of income plans and other benchmark within the portfolio

### ❖ *Tata AIA, Sales Manager (Oct. 2018 – April. 2021)*

Working as Sales manager in TATA AIA LIFE INSURANCE CO. and handling two HDFC BANK Branch. Till now I was able to make sales achievements as well as revenue targets. I build relationships with a customer to drive revenue growth for both HDFC BANK as well as TATA AIA LIFE INSURANCE Co.

### ❖ *ROLES AND RESPONSIBILITIES*

- Cold calling and prospecting to identify and attract high-value customers.
- Handling customer through the help of Bank employees
- Understanding Customer needs on investment.
- Educating customer about the products.
- Closing the sales.

## ACHIEVEMENTS

- For exemplary performance for the month march 2019

## Other Details

- Nationality : Indian
- Language Known : English- Hindi- Malayalam
- Date of Birth : 5 May 1996
- Marital Status : Married
- Passport No : R1127611
- Issue date : 02-June-2017
- Expiry date : 01-June-2027

## Skill

- MS-Word
- Advanced
- Power Point

## Education

| Discipline/<br>Specialization | School/college                                                                           | Board/<br>University     | Year of<br>Passing | % of<br>mark |
|-------------------------------|------------------------------------------------------------------------------------------|--------------------------|--------------------|--------------|
| BBA AVIATION                  | Global institute of<br>management studies<br>Trivandrum<br><i>Bharathiar University,</i> | Bharathiar<br>University | 2016               | 83           |
| H S S (COMMERCE)              | Govt. HSS for Girls Venganoor                                                            | State Board,<br>Kerala   | 2013               | 68           |
| S.S.L.C                       | Govt. HSS for Girls Venganoor                                                            | State Board,<br>Kerala   | 2011               | 78           |

## Declaration

I hereby declare the above mentioned information's are correct and complete to the best of my knowledge and belief.

**Place: Ajman,UAE**  
**Date : 19-05-2021**

**Lekshmi Manju**