



**Aditya Birendra Das**

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- **Objective:** To work in a challenging environment which provides opportunities to utilize my knowledge, experience and skills. And to be associated with an organization that provides a sense of ownership and good growth prospects.

- **Strengths:**

- ◇ Ability to act and operate independently with minimal daily direction from Managers to accomplish objectives.
- ◇ Successful in dealing with Customers and Company Personnel at all levels.
- ◇ High Degree of Integrity including ability to successfully deal with sensitive or confidential information.
- ◇ Excellent Listening, Written and Verbal Communication Skills.
- ◇ Well Developed Analytic and Problem-Solving Skills.
- ◇ Highly Organized with ability to manage Multiple Priorities and deliver the Assignments on time.

- **Academic Background:**

- ◇ Higher Secondary Certificate (HSC) in the year 2007 from VIVA College (Virar - Mumbai)
- ◇ Secondary School Certificate (SSC) in the year 2005 from J. B. Ludhani High School (Vasai - Mumbai)

- **Professional Experience:**

**Oct 2021 – May 2022**

**Lotus Interworks (SIMPLIA), Mumbai, India**

**Senior Associate - Sales**

**Key Functions:**

- ◇ Generate Potential Qualified Leads from Cold Calling.
- ◇ Reach out to maximum Business Owners via Phone or Email.
- ◇ Pitch and explain the complete Advantages and Benefits of the Product and Demonstrate the entire Business Module with clients (Business Website and Digital Marketing).

- ◇ Get accurate information from the clients in regards to their Website Content and Marketing Preferences.
- ◇ Responsible for obtaining the Payment Details from the client to process the Sale.
- ◇ Maintain Payment Logs and Documentation
- ◇ Initiating requests and assistance in regards to any changes required by the clients
- ◇ Handle complaints and grievances as per Companies Procedure

**Jan 2021 – September 2021**

**AFIA Insurance Brokers LLC, Dubai. (Insurancemarket.ae)**

**Business Development Manager– Motor Insurance**

**Key Functions:**

- ◇ Generate New Business for the Organization using Personal Portfolio of clients.
- ◇ Get the Best Deals for clients in terms of Price as well as Covers and Benefits for their Car Insurance.
- ◇ Deal with all the Insurance Companies in the market on a day-to-day basis to get quotes and daily updates on any changes in terms of covers or pricing.
- ◇ Handle New as well as any Renewal Motor Insurance Clients for the Organization.
- ◇ Responsible for Generating Quotes and Issuing Policies for the Clients.
- ◇ Maintain Payment Logs and Documentation for New and Renewal Policies.
- ◇ Ensure Payment Collection on all Insurance Policies (New, Renewal and Endorsements).
- ◇ Handle Complaints and grievances as per companies' procedure

**July 2016 – Jan 2021**

**Al Nabooda Insurance Brokers, Dubai.**

**Insurance Officer for Volkswagen, Audi and Porsche.**

**Key Functions:**

- ◇ Handle New and Renewal Motor Insurance Policies at the Porsche Showroom, Dubai.
- ◇ Manage New Insurance Sales in the absence of Finance & Insurance Manager.
- ◇ Maintain Payment Logs and Documentation for New and Renewal Policies.
- ◇ Ensure payment collection on all policies (new, renewals) and endorsements.
- ◇ Initiating requests and assistance for the additions and deletions in existing fleet policies for all 3 segments.
- ◇ Handle complaints and grievances as per companies' procedure.

**Additional Responsibilities:**

- ◇ Responsible for Process Training and Induction Training of the New Hires.
- ◇ Host Fortnightly Meetings to understand New Challenges and give appropriate Guidance in achieving the set Renewal Retention Target.
- ◇ Prepare Weekly Retention Report, Daily Attendance Report and the Monthly Incentive Report for the Affinity Department.

**Achievements:**

- ◇ Proven Track Record of achieving more than 80% Retention Target on all Segments for the past 4 years.
- ◇ Handled VW, Audi and Porsche (Sharjah Showroom) single handedly with 0 complaints or escalations.

**November 2014 – April 2016**

**First Source PVT LTD, Mumbai, India.**

**Customers Relations Advisor in Broadband Retentions for Sky Satellite Network, UK**

**Key Functions:**

- ◇ Retain Talk and Broadband customers on Sky network.
- ◇ Discuss customer's Talk and Broadband usage, give them suitable upgrade options and extend their contract with Sky.
- ◇ Try to match/beat competitor deals to retain customers calling to leave Sky broadband network.
- ◇ Resolve customer queries and provide effective solutions related to their Talk and Broadband bills & payments.
- ◇ Help Existing Sky Talk and Broadband customers in renewing their contract with the best options available for them and explain their complete future billing information.
- ◇ Assist customer with the New Sky Hub Version 2.0, if the customers are not happy with the old router or wants to go with Fibre broadband services.
- ◇ Escalate critical issues like missing payments, non-delivery of the Sky Hub or any major technical issues.
- ◇ Assist customers with basic customer service like contract end date for TV, Talk and Broadband, Broadband usage, technical query and New Offers.
- ◇ Up- sell 1 or more TV packages to existing Sky TV customers after Re-contracting Talk and Broadband services.
- ◇ If the customer is moving abroad or no longer need a Sky Talk and Broadband services. Then process a 14 days cancellation request for them by sending them an email confirmation.
- ◇ Explain the next payments details after processing the cancellation request for the customer.

**Customer Service Representative in Upgrades for Sky Satellite Network, UK**

**Key Functions:**

- ◇ Handle inbound/ outbound calls from customers in regards to upgrade their Sky packages.
- ◇ Help customers with the best options available for them to upgrade their TV, Talk and Broadband packages.
- ◇ Assist existing Sky customers with all Customer Services enquires like Upgrading their Sky packages, Billing information, Set-up TV installation dates, book a New TV or Talk and Broadband orders, discuss best renewal options and basic account information's.
- ◇ Schedule appointments for Sky TV installation for New and Existing Sky customers.

- ◇ Escalate critical issues like missing payments, installation not done, major technical issues and replacements of any Sky devices like TV remote control, satellite dish or Broadband Sky router.

### **Customer Service Representative in Email Process for Sky Satellite Network, UK**

#### **Key Functions:**

- ◇ Handle all emails sent by Existing Sky customers in regards to Upgrading or Cancelling any TV, Talk and Broadband packages.
- ◇ Help the customers to upgrade their TV, Talk and Broadband packages with the specific offers that they are looking for and the book the order for them by sending them an email confirmation and then close the "CASE".
- ◇ Cancel any TV, Talk and Broadband packages according to the specific dates that they are looking for and send them an email confirmation and close the "CASE"

**April 2010 – September 2014**

#### **Sai Enterprises**

#### **Sales Coordinator**

**Sai Enterprises is an automobile parts dealer in 4 wheelers and all heavy vehicles.**

#### **Key Functions:**

- ◇ Handling the shop/warehouse activities related to accounting.
- ◇ Keeping a track of the goods coming in and going out of the warehouse.
- ◇ Taking orders over the phone.
- ◇ Communicate with the sales advisors of different automobile parts companies with regards to their products and services.

**June 2009 – Feb 2010**

#### **Hutchison 3 Global Services**

**Sales Representative in Existing UK Sales Process for 3 Network.**

#### **Key Functions:**

- ◇ Handle outbound calls to Existing 3 customers for a Brand-New Mobile or a Modem contract.
- ◇ Discuss customer's mobile/internet usage, give them suitable options and sign them up for a new contract with 3 (No Renewal).
- ◇ Try to match/beat competitor deals.
- ◇ Place customer's order for the phone/modem after confirming all the details like the desirable handset & color, the delivery address, delivery date etc with the customer.
- ◇ Sell insurance as per customer's requirement