



MADAN SINGH

PROFESSIONAL PROFILE

I am a growth hacker with 5+ years of experience in sales Marketing and customer support in the Indian market. Creative, sharp-minded person with leadership & coaching skills. Strong time-management skills and work ethic. Revenue- and results- driven.

WORK EXPERIENCE

LM Exchange (Dubai, UAE) Jan 2024 to till date Working As A Branch Supervisor

Roles and Responseibilities

- Conduct dozens of bank's routine transactions within time limits and established guidelines (cash checks, accept deposits and process withdrawals etc).
- Purchase & sell of Foreign Currency and conversion in dirham or any other currency at prevailing exchange rate.
- Executing customer transactions regarding cash, money order.
- Handling clients salary through the Wage Protection System.
- Maintaining balancing records with the highest degree of accuracy.
- Product sales and marketing for the company products and new services.
- Recording amount received and prepared reports of transactions.
- Go the "extra mile" to build trust relationships, customer loyalty and satisfaction.
- Make sales referrals, suggest alternate channels and cross-sell products and services.
- Manage risk in every transaction and detect fraudulent transactions to prevent losses.
- Resolve customers' issues and provide relevant information.
- Proficiency in exchanging different currencies.
Promote the company's services.

2023 to 2024

Company Name : SkinOcean Pharmaceuticals

Working as : Field Sales Officer

Roles and responsibility

Selling the company's medications to doctors, pharmacists. meeting With doctors and pharmacists to promote company medications. Developing an in-depth understanding of company medications. Building and maintaining good relationships with customers to encourage repeat purchases. Researching competitor's medications and their respective market performances.

2021 to 2022

Company Name : IIFL SECURITIES LIMITED

Worked as : Relationship Manager

Roles and responsibility

Opening Demat And Trading Account For Customers Online.

Handling customer quarries and resolving them. Guiding them to invest. Updating the share market News .

CONTACT



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Dubai Building name Dar Al
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hyper market

SKILLS

- Team Work
- Self starter and eager learner
- Leadership
- Verbal & Written Communication

TECHNICAL QUALIFICATION

- Intermediate computer skills
- Tally Erp 9
- Ms office 2007
- Excell

TRANING AND CERTIFICATION

- Tally Erp 9 - 2016
- TCS 100 Hour Traning -2017
- PMKVY- Field Technician – Computing and peripherals level – 4 with grade B –july 7 2017
- Yoga For Youth Empowerment 2015

LANGUAGE

- English Hindi
- Tamil Nepali
- Kannada

Achievements & Awards

Bharti axa life insurance

- Employee of the month
- Qualified for domestic Trip.

Exide life insurance

- Successfully completed 445 % of monthly target recognized in pan india platform
- Qualified for international trip.

2019 to 2020

Company Name : Exide Life Insurance

Worked as : Relationship Manager

Roles and responsibility

Setting and monitoring sales objectives. Providing sales strategies, feedback, and marketing plans. Contributing to meeting sales targets. Keeping up-to-date with industry developments. Answering customer queries.

2018 to 2019

Company Name : Bharti axa life insurance

Worked as : Relationship Officer

Roles and responsibility

- Worked with clients to address and respond to client and partnership management issues.
- Monitored, followed-up and escalated cases to meet customer response commitments.
- Retained and grew portfolio of relationships by performing proactive, mobile value-adding partnership role.
- Liaised with clients by phone, email and text messaging to meet client needs and define expectations.

EDUCATION

2014 - 2018

Bachelor of Commerce

Bangalore University

(Final year droupout)

2012 - 2014

Pre University

Course

Bangalore University

2012

SSLC

Everest high school