

## CURRICULUM VITAE

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### **VISION & OBJECTIVE**

I am a dynamic, motivated and experienced Professional who understands General Insurance Sales and Customer Service. I have gained experience in the field of Sales and Client servicing for several years. Over these years of experience, I have developed a widerange of skills that would meet, and exceed the expectations for the role you are seeking to fill.

Looking forward to step ahead in the ever-growing corporate world to achieve self-growth, learning and intellectual development in the growth of the company.

### **PROFESSIONAL EXPERIENCE**

➤ Rayog Toyota (Rajyog Auto Pvt Ltd)

June, 2024 to Present

Katraj Pune - 411046

[www.rajvogtoyota.com](http://www.rajvogtoyota.com)

**Sales - Sr. Insurance Advisor**

Responsibilities:

- Responsible for Rollover to Renewal Conversation of Market Policies
- Face to Face Customer Handling Those who walk in at Dealership.
- Daily & Consistent Follow with the Customer, Renewal Reminder through SMS & Phone calls and Update Status in CRM
- Ensuring that Customer should Get best insurance quotation at the first hand to avoid customer escalation and compliance related issues.
- Focused on Year Ending Three Months of festive campaign by TTIBI.
- Follow up with BOS team for Operations Support ( IDV variation, Discount Mapping ) Fleet Cases, Add on Discount for Lost cases
- Coordinating with Various Department Service team, customer service team, Sales Team for New Leads & Business Growth.
- Responsible for Achieve Monthly Target  
Make sure that After Sale Customer should get Service ( Policy Documents, Claims Etc )

➤ **Wasan Toyota (Wasan Brothers Pvt Ltd)**

**December, 2018 to May, 2024**

[www.wasantoyota.com](http://www.wasantoyota.com) -

Deonar Chembur, Mumbai - 400088.

**Sales - Sr. Insurance Advisor**

**Responsibilities:**

- Understanding risk Cover for Vehicle, Remind to Customer Prior Two Months Arrange for Best Quote to Retain Customer & Continue Renewal, Handling new Rollover Cases too.
- Share Renewal Quote Through Whats app, Emails & Excel Workings, Handle Walk In Clients Make Awareness of Fake & Misleading Phone Calls Wrong Quote by Market Agent.
- Daily & Consistent Follow with the Customer, Renewal Reminder through SMS & Phone calls and Update Status in CRM
- Follow up with BOS team for Operations Support ( IDV variation, Discount Mapping ) Fleet Cases, Add on Discount for Lost cases
- Arrange & Co-Ordinate with Field Executive for Customer's home visit & Payment Collection Vehicle Inspection, inspection Report Generation.
- Responsible for Achieve Monthly Target  
Make sure that After Sale Customer should get Service ( Policy Documents, Claims Etc )  
Focused on Year Ending Three Months of festive campaign by TTIBI

➤ **Laksha Nissan (Shubhlaksha Motors Pvt Ltd) March, 2018 to December, 2018**

[www.lakshanissan.com](http://www.lakshanissan.com) -

Deonar Chembur, Mumbai - 400088.

**Management & Sales - Insurance Incharge**

**Responsibilities:**

- Being in a Startup Company Totally Responsible for Insurance Operations As well as Sales that Makes Company Growth.
- Responsible for Monthly Continues Growth for Company's Pure Revenue. With the New ideas, Activities and Positive Attitude.
- Managed New Sales, Renewals, Back Office, Data Management, Client Visit, Payout Calculations.
- Timely actioning on activities pertaining to IRDA.
- Identifying the gaps between the processes and tightening the same (Carrying out the best Result for Sales & Management).
- Re-Representative of Insurance Department, Responsibly Attended Yearly Audit Conducted by Nissan India.
- Coordinating with Various Department Service team, customer service team, Sales Team for New Leads & Business Growth.
- Data Management for Future Renewal and Rollover, Prepare Next year Planning and Present in Board Meeting, Share New Idea to Company MD.
- Daily Follow up to Customer through Phone calls, Personal Visit & Email, Achieved Monthly Target.

➤ **Millennium Toyota (Arpana Motors Pvt Ltd)**

**June, 2016 to March ,2018**

[www.millennium-toyota.com](http://www.millennium-toyota.com) - Thane West, Thane – 400604.

**Insurance Advisor**

**Responsibilities:**

- Get Downloaded Customer Base Data from Back Office & Analyse Customer Type.
- Renewal Reminder through SMS & Phone calls & Update Status in CRM.
- Understand Competitive Quote Received to Customer Against that Generate Best Quote.
- Daily & Consistent Follow with the Customer & Regenerate New Quote if Customer Says.
- share Quote through Email, Whats App, Renewal Notice.
- Make Awareness of Fake & Misleading phone calls, Wrong Quotations by Market Agent Convince to Customer with the Help of various Technique ( Offers & Negotiations ) For Renewal Sale.
- Handle Walk in Clients
- Follow up with BOS team for Operations Support ( IDV variation, Discount Mapping).
- Arrange & Co-Ordinate with Field Executive for Customer's home visit & Payment Collection Vehicle Inspection, inspection Report Generation.
- Preparation of Monthly Retentions data for management analysis.
- Maintain Yearly & Monthly Individual sales Performance data and Present In Meeting .
- Responsible for Achieve Monthly Target.
- Ensuring that Customer should Get best insurance quotation at the first hand to avoid customer escalation and compliance related issues.
- Timely actioning on activities pertaining to IRDA and also suggesting various ideas for process improvement.
- Focused on Year Ending Three Months of festive campaign by TTIBI.
- Make sure that After Sale Customer should get Service ( Policy Documents, Claims Etc ).

➤ **Serco Global Services**

**Sep, 2013 to June, 2016**

[www.serco.com](http://www.serco.com)

Thane Wagale Estate - 400604.

**Sr. Retention Specialist**

**Responsibilities:**

- As a Retention Specialist Reported & Outsourced for Client NBFC Company ( Fullerton India ) .
  - Handled daily Phone calls Query related to Existing Loan.
  - Retain to Customer who Approach to Foreclose their Loan Early
  - Offer Available Offers over a phone to Retain from Foreclosure.
  - Supported to Client Company for Upselling with regular follow-up
- And maintain MIS & Lead Details which Helps to sales Team to Expedite Business.

- Maintain Individual MIS Report of Retained Customer on Daily Basis.
- Providing training to the newcomers / executives in Retention Team.

### **ACHIEVEMENTS**

Serco Global Services - [www.serco.com](http://www.serco.com)

- Awarded for Being "Extraordinary Performer in Retention" in Last Quarter - 2014( Fullerton - Retention)
- Awarded for "1st Runner Up" in October 2015 ( Fullerton - India )

### **ACADEMIC QUALIFICATION**

EDUCATIONAL QUALIFICATIONS	INSTITUTE/SCHOOL	UNIVERSITY/BOARD	YEAR OF PASSING	PERCENTAGE
T.Y.B.A	Kirti College Mum	Mumbai University	March - 2011	56.83%
H.S.C	Kirti College Mum	Maharashtra Board	Feb - 2008	62.83%
S.S.C	New E. School Pune	Maharashtra Board	Mar -2006	55.60%

### **PROFESSIONAL SKILLS**

EDUCATIONAL QUALIFICATIONS	INSTITUTE / SCHOOL	UNIVERSITY/BOARD	YEAR OF PASSING	PERCENTAGE
MS-CIT	Kirti Institution	Maharashtra State Board of Technical Education, Mumbai	Jan - 2011	86.00%
Diploma in .NET Technology	NIIT Mumbai	National Institute of Information Technology	April - 2013	78.00%
Spoken English	Anamika's English Academy	Anamika's English Academy	July - 2014	Certified

### **TECHNICAL SKILLS**

Computer-proficient performer with expertise in MS windows 10, MS-Office (Word,Excel, PowerPoint, Outlook), Internet Explorer.

### **STRENGTHS-** (Positive Attitude, Hard-worker, Dedication)

- Eager to meet challenges and quickly assimilate work knowledge; helping people through possible solutions and demonstrated ability to handle customer questions as well as objections.
- Successfully manage multiple priorities, and perform under pressure in a fast-paced, rapidly changing environment.

**PERSONAL DETAILS**

- o Gender : Male
- o Marital Status : Married
- o Date of Birth : 11th October 1990
- o Nationality : Indian
- o Languages Known : English, Marathi and Hindi
- o Hobbies : Watching Movies, Roaming, Chatting with Friends, Youtube Fan.

**Declaration:**

I hereby declare that the above information furnished is true to the best of my knowledge and consideration. If given me an opportunity to serve in your esteemed organization I would do the best of my ability.

Note : References can be arranged on request.