



# PAVANKUMAR BR

MANGAER - SALES  
AND MARKETING

## Contact

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**DOB-** 02-08-1992

## Languages

Hindi

English

Kannada

## Skills

Operations Management  
Corporate Communications  
Training and Development  
Business Planning  
Team Leadership  
Business Development  
Business Analysis and  
Reporting  
Teamwork and  
Collaboration  
Multitasking  
MS Office

With Overall 10 years of experience, Accomplished Cluster Manager at Star Health and Allied Insurance Com.Ltd, adept at driving sales and enhancing operational efficiency. Expert in data analytics and risk management, significantly improving customer satisfaction and cluster performance. Skilled in fostering strong relationships and implementing strategic initiatives, demonstrating exceptional leadership and analytical abilities.

## Work History

2021-09 - Current	<b>Cluster Manager</b> <i>Star Health and Allied Insurance Com.Ltd, Bengaluru</i> <ul style="list-style-type: none"><li>Implemented trending initiatives to help drive sales across cluster</li><li>Managing good relationship with the channel partners</li><li>Conducted regular performance evaluations for all employees to recognize achievements, address challenges, and facilitate professional growth.</li><li>Led training initiatives that enhanced employee skills, knowledge base, and productivity levels across various functions within the organization.</li><li>Monitored data analytics to identify trends, opportunities, and areas of improvement within the cluster operations.</li><li>Developed efficient operational processes to optimize resources and improve overall cluster performance.</li><li>Achieved higher team performance by implementing effective coaching and mentoring strategies for cluster staff.</li><li>Mentored new hires during their onboarding process providing guidance on company culture values norms expectations thus easing transition periods into their respective roles.</li><li>Researched key competition, retail sector trends and current trading opportunities for new initiative ideas.</li></ul>
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2020-11 - 2021-09	<b>Relationship Manager</b> <i>Tata AIG General Insurance Company Limited, Bengaluru</i> <ul style="list-style-type: none"><li>Managing good relationship with the bank</li></ul>
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branch and all Staffs

- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Maintained knowledge on banca products and distribution to provide optimal service support.
- Provided exceptional customer service, resolving issues promptly and maintaining client trust throughout the resolution process.
- Identified new business opportunities through diligent market research and analysis, contributing to increased revenue growth.
- Monitored customer feedback and generated reports to identify areas of improvement.

2019-08 -  
2020-11

### **Lead-Partnership Distribution (Bancassurance)**

*Chola People and Marketing Services, Bengaluru*

- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction
- Built and maintained relationships with new and existing clients while providing high level of expertise
- Maintained knowledge on banca products and distribution to provide optimal service support
- Analyzed customer data to identify areas of improvement and maximize customer satisfaction
- Identified new business opportunities through diligent market research and analysis, contributing to increased revenue growth.

2017-01 -  
2019-08

### **Relationship Manager**

*Star Health and Allied Insurance Com.Ltd, Bengaluru  
- Bancassurance*

- Managing good relationship with the bank branch and all Staffs
- Built and maintained relationships with new and existing clients while providing high level of expertise.
- Maintained knowledge on banca products and distribution to provide optimal service support.
- Provided exceptional customer service, resolving issues promptly and maintaining client trust throughout the resolution process.

- Identified new business opportunities through diligent market research and analysis, contributing to increased revenue growth.
- Monitored customer feedback and generated reports to identify areas of improvement.

2014-08 -  
2016-11

## Sales Executive

*Shruthi Motors, Shivamogga*

- Increased customer satisfaction by resolving issues promptly and professionally
- Developed strong relationships with clients through attentive listening and personalized recommendations
- Performed regular competitor analysis to identify opportunities for enhancing our offerings or adjusting pricing strategies as needed
- Organized special events to attract new customers and drive the resulting in higher sales revenue.

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## Education

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2014-06

### BBM: Financial Services Marketing: Operations

*KUVEMPU UNIVERSITY - Govt First Grade College Hosanagara*

2009-05

### Bachelor Of Commerce:HEBA

*Pre University College Hosanagar - Hosanagara*

2007-05

### SSLC: SSLC

*Govt High School Sonale - SONALE*

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## Certifications

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02/2024, Awarded PAN India topper certificate in attachment product at Star Health and Allied Insurance Com.Ltd .