



# PAVAN KUMAR BR

Manager - Sales And Marketing

## Contact

**Address- No** 28, Sai Neraralu, subramanyapura,uttarahalli Bengaluru 560061

**Phone** -9110476766

**E-mail-**  
pavankumar.br2892@gmail.com

**DOB** - 02-08-1992

## Skills

- Implemented trending initiatives to help drive sales across cluster.
- Managed cluster expenditure by adhering to set budget.
- Researched key competition, retail sector trends and current trading opportunities for new initiative ideas.

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

### Cluster Manager

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

- Conducted regular performance evaluations for all employees to recognize achievements, address challenges, and facilitate professional growth.
- Monitored data analytics to identify trends, opportunities, and areas of improvement within the cluster operations.
- Led training initiatives that enhanced employee skills, knowledge base, and productivity levels across various functions within the organization.
- Developed efficient operational processes to optimize resources and improve overall cluster performance.
- Identified potential risks or issues related to business continuity early on through proactive monitoring measures allowing for swift resolutions before escalation occurred.
- Increased customer satisfaction by addressing client concerns promptly and implementing appropriate solutions.
- Maintained compliance with company policies, industry regulations, and best practices across all departments in the cluster.

2020-11 -  
2021-11

### Relationship Manager

*Tata AIG General Insurance Company Limited ,  
Bengaluru*

- Managing good relationship with the bank branch and all Staffs
- Built and maintained relationships with new and existing clients while providing high level of

Conducted mandatory health, safety and maintenance checks in cluster shops.

## Languages

Hindi

English

Kannada

## Software

I have knowledge of basic computer application  
CHAT GPT

2019-08 -  
2020-11

- expertise.
- Maintained knowledge on banking products and distribution to provide optimal service support.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.

### 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*

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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	<i>NET KING</i>
2014-06	<b>BBM: Financial Services Marketing Operations</b> <i>KUVEMPU UNIVERSITY - Govt First Grade College Hosanagara</i>
2009-05	<b>Bachelor Of Commerce:HEBA</b> <i>Pre University College Hosanagar - Hosanagara</i>
2008-05	<b>SSLC: SSLC</b> <i>Govt High School Sonale - SONALE</i>

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## Certifications

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