



CONTACT

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📍 Pathankot, INDIA

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📅 8 Years 0 Month of experience

EDUCATION

● 2013
MBA/PGDM - Finance
Punjab Technical University (PTU)

● 2011
B.Com - Commerce
Guru Nanak Dev University (GNDU)

KEYSKILLS

Branch Management

Administration Management

Human Resource Management

Attendance Management

Recruitment

SALIL AGGARWAL

CENTRE HEAD

PROFILE SUMMARY

A results-oriented Senior Associate with 6+ years of experience in branch operations and customer service within the insurance and banking sectors. Proven track record of improving branch efficiency and customer satisfaction. Skilled in Cash Management, Compliance, and Branch Supervision, leading to a 20% increase in branch efficiency. Proficient in Flexcube, CRM, and MS Office, and adept at HRIS and Tally ERP. Recognized for excellence in Anti Money Laundering and KYC, ensuring 100% compliance. Known for successfully managing customer renewals and cross-selling, resulting in a 15% revenue uplift. Adept at handling various MIS preparations and front desk operations.

WORK EXPERIENCE

2022 - Present

● **Centre Head**
Canara HSBC OBC Life Insurance

- Spearheaded a team of 6 employees to achieve a 20% increase in sales revenue within the first six months of joining.

- Implemented strategic initiatives to improve customer satisfaction, resulting in a 25% increase in customer retention.

- Developed and executed a comprehensive training program that

Service to Sales

Petty Cash Management

Vendor Management

Fraud Investigation

Audit Management

Conflict Management

Revenue Generation

Revenue Cycle Management

Banking Operations

Customer Service Management

Customer Handling

Loan Operations

LANGUAGE

ENGLISH

PUNJABI

HINDI

led to a 30% improvement in employee performance and productivity.

2021 - 2022

Branch Operations and Service Manager

HDFC ERGO Health Insurance

- Optimized branch operations, achieving a 15% increase in customer service satisfaction scores.
- Introduced new service protocols, resulting in a noteworthy 20% decrease in customer complaints and a commendable 10% rise in customer retention.

2019 - 2021

Branch Operation Executive

DHFL Pramerica Life Insurance

- Streamlined branch operations resulting in a 15% increase in overall efficiency and a 10% reduction in processing time.
- Implemented new customer service procedures, leading to a 20% increase in customer satisfaction scores.
- Successfully trained and mentored new team members, resulting in a 25% improvement in their productivity within the first 6 months.

2017 - 2019

Customer Service Executive

Bajaj Allianz Life Insurance Co.

2016 - 2017

Branch Service Partner

Yes Bank

Retail Banking, branch banking operations, account opening processing. various mis preparation, handling front desk, handling cash counter.

PROJECTS

Customer Retention Campaign

3 Months

- Designed and executed a customer retention campaign, resulting in a 15% increase in customer loyalty within 3 months.
- Implemented targeted marketing strategies, leading to a 10% reduction in customer churn rate during the project duration.
- Analyzed customer feedback and data to optimize the retention campaign, contributing to a 20% improvement in customer satisfaction scores.

Sales Training

2 Days

- Completed a comprehensive training program within a tight deadline of 2 days, showcasing exceptional time management and quick learning abilities.
- Demonstrated proficiency in absorbing new information and skills by successfully completing the training project within the stipulated 2-day timeline.
- Exhibited an accelerated learning curve by mastering the essential aspects of the training project in just 2 days, highlighting adaptability and commitment to excellence.