



CAREER OBJECTIVE

As a seasoned Sales Manager with more than a year of experience at Revin SARL in Kinshasa, D.R.C, I have been responsible for overseeing all aspects of the sales process, including managing clients, day-to-day sales operations, tracking outstanding payments, and leading a local team of workers to achieve their sales targets.

CHIRAG MANEK

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FIELD OF EXPERIENCE

- Banking
- Insurance
- Customer service
- Warehousing
- Administration
- Sales

KEY SKILLS

- Budget management
- Excellent listener
- Friendly, courteous, & service oriented
- Poised under pressure
- Staff training & coaching
- Recruiting & hiring talent
- Quality assurance
- Solid written & verbal communicator

EDUCATION

BACHELOR OF BANKING & INSURANCE
Malini Kishor Sanghvi College of Commerce and Economics
Mumbai, India

PERSONAL DATA

Nationality: Indian
Date of Birth: 25th October, 1996

EXPERIENCE

SALES MANAGER

(FMCG) Revin SARL | Kinshaha, D.R.C, Africa
February, 2021 – March, 2023

Job Description:

- Connecting and coordinating with new as well as old clients, serving as a key point of contact for any grievances they may have.
- Developing and maintaining strong relationships with clients, earning their trust and loyalty.
- Identifying new business opportunities and potential clients through research and networking.
- Following up on outstanding payments and dues, ensuring timely and accurate collection of payments.
- Addressing client concerns promptly and professionally, resolving issues to their satisfaction.
- Guiding and motivating team members to achieve their goals and targets, while effectively managing team performance to maintain optimal productivity.
- Maintaining accurate records of client accounts, invoices, and payments.
- Identifying and addressing any billing discrepancies or errors in a timely manner.
- Conducting thorough market analysis prior to launching any product in the market, to gain insights into customer preferences and market trends.
- Preparing client-specific targets, team targets, and bonus sheets for high-performing clients, to drive sales performance and maintain team morale.
- Creating a positive and inclusive work environment that fosters teamwork, collaboration, and open communication.

WAREHOUSE MANAGER

Job Description:

- Overseeing receiving, warehousing, and distribution operations.
- Implementing operational policies and procedures.
- Implementing and overseeing security operations.
- Ensuring effective and safe use of warehouse equipment.
- Ensuring the safety of staff.
- Motivating and disciplining staff.
- Maintaining documentation and keeping accurate records of warehouse activities.
- Manage the receiving, handling, storing, picking, and packing activities of the warehouse, ensuring that quality standards are met or exceeded.

ADMINISTRATION OPERATIONS

First Policy Company | Mumbai, India

March, 2018 – January, 2021

OTHER CLAIM QUIRES

- Making Policy
- Solving Quires and Claims
- Providing Customer Services
- Working with All TPA

- Developing a range of policies, including Health Insurance, General Insurance, Motor Insurance, and Life Insurance.
- Conducting market research to identify customer needs and preferences for insurance policies.
- Collaborating with underwriters and actuaries to ensure that policies are priced appropriately and offer adequate coverage.
- Following up with clients to ensure timely renewal of policies and processing of claims.
- Providing regular reminders to clients to renew their policies before the expiration date.
- Streamlining the claims process to ensure that clients' claims are processed quickly and efficiently, minimizing the time and effort required on their part.
- Maintaining clear and effective communication with clients throughout the claims process, keeping them informed of the progress and any issues that may arise.
- Ensuring that clients receive their claims on time and without any difficulties.
- Attending to clients' concerns and issues related to their policies.
- Providing prompt and courteous responses to clients' inquiries and concerns, demonstrating a high level of professionalism and empathy.
- Providing exceptional customer service and building strong relationships with clients based on trust and transparency.
- Evaluates and processes claims in accordance with insurance policy terms and conditions, company policies and procedures according to productivity and quality standards.
- Handling medical related call queries.
 - Maintain confidentiality with regard to the information being processed, stored or accessed.