



## GAURAV RAI ASST. MANAGER

Dynamic and results-oriented professional with over 18 years of extensive experience in management. Demonstrates a strong ability to lead teams, streamline operations, and implement strategic initiatives to drive business performance. Possesses in-depth knowledge of market trends, operational management, and customer relationship management. Known for exceptional problem-solving skills, a proactive approach, and a commitment to achieving organizational excellence. Proficient in leveraging technology and analytical tools to optimize processes and enhance service delivery.

### Contact

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### Company Overview:

Cap Mantra Wealth Consultant operates in partnership with CNB Finwiz, from whom we lease essential lines for our daily operations. While we report internally to Cap Mantra Wealth Consultant, which focuses on comprehensive wealth management services, the collaboration with CNB Finwiz ensures robust operational support and technological infrastructure.

### Education

- **Master of Arts in History**  
Maharshi Dayanand University  
April 1997 - March 1999  
Ajmer, Rajasthan, India
- **Diploma in Computer Systems**  
APTECH Computer Education

### Experience

- **Assistant Manager** **Sept 2009 - Present**  
CAP MANTRA WEALTH CONSULTANT, Delhi

- **Leadership & Team Management:**

- Conducted detailed employee performance reviews, fostering professional growth and improving team efficiency.
- Developed and implemented strategies to enhance workplace productivity and achieve business goals.
- Managed recruitment, training, and development of staff, ensuring alignment with company objectives.

- **Office and Back-Office Management:**

- Oversaw daily office operations, ensuring a smooth workflow and efficient task delegation.
- Coordinated with various departments to streamline administrative functions & improve communication.
- Implemented back-office systems and procedures to increase efficiency and reduce errors.

- **Customer Relationship Management:**

- Built and maintained strong relationships with key clients, addressing concerns promptly and ensuring high levels of satisfaction.
- Spearheaded initiatives to improve customer service processes and enhance client engagement.

- **Operational Oversight:**

- Monitored financial operations, including budgeting, expenditure tracking, and financial reporting.
- Oversaw the implementation of new business processes and technological advancements to improve operational efficiency.
- Coordinated cross-functional teams to streamline operations and reduce costs.

# Skills

## ● Technical Skills:

- Proficient in MS Word, Excel, PowerPoint, Outlook, and Internet applications.
- Experienced in database management and advanced data analysis.
- Skilled in using trading software and financial analysis tools.

## ● Digital Skills:

- Experienced with Outlook, Zoom, Skype, Microsoft Office, and Adobe Photoshop.
- Proficient in configuring, installing, and troubleshooting computer software and hardware.

## ● Analytical Skills:

- Strong analytical abilities with a focus on data-driven decision-making.
- Proficient in conducting market research and financial analysis.

## ● Key Achievements:

- Successfully increased customer satisfaction scores by 20% through improved service delivery.
- Reduced operational costs by 15% through the implementation of efficient processes and cost-saving initiatives.
- Enhanced team productivity by 25% by introducing targeted training programs and performance incentives.
- Streamlined office operations, leading to a 30% increase in efficiency and a 10% reduction in administrative costs.

## ● Arbitrageur

Globe Capital Market, Delhi

2008 - 2009

### ● Market Trading:

- Executed trades in currencies, securities, and commodities, leveraging market inefficiencies for profit.
- Analyzed market trends and data to identify arbitrage opportunities and maximize returns.

### ● Risk Management:

- Developed and implemented risk management strategies to mitigate potential losses.
- Monitored market conditions and adjusted trading strategies to ensure optimal performance.

### ● Key Achievements:

- Achieved a 10% increase in trading profits through effective arbitrage strategies.
- Successfully managed a trading portfolio worth over \$5 million.

## ● Senior Dealer, Computer Operator

Composite Securities, Delhi

2005 - 2008

### ● Team Leadership:

- Managed a team of dealers, ensuring compliance with market regulations and optimizing trading strategies.
- Provided market insights and recommendations to clients, enhancing their investment portfolios.

### ● Trade Execution:

- Facilitated the execution of trades, ensuring accuracy and timely completion of transactions.
- Monitored market trends and advised clients on investment opportunities.

### ● Key Achievements:

- Increased client investment returns by 15% through strategic trading decisions.
- Improved team performance by 20% through targeted training and mentorship.

## ● Honors and Awards

- NCC Certificate: Awarded by the Government of India, 1992, for outstanding performance and leadership in National Cadet Corps activities.

## ● Hobbies and Interests

- Reading: Enjoy reading books and magazines on travel and tourism.
- Music: Passionate about music and enjoy playing musical instruments.
- Sports: Active participant in sports, with a particular interest in cricket and football.
- Exercise: Committed to maintaining a healthy lifestyle through regular exercise.
- Surfing: Enjoy surfing the internet for new information and trends.

## ● Dealer, Computer Operator 2004 - 2005

Elite Stock Management, Delhi

- **Investment Trading:**
  - Facilitated the buying and selling of investment instruments, offering expert advice to clients.
  - Managed daily trade confirmations and ensured accurate execution of transactions.
- **Client Relationship Management:**
  - Built and maintained strong relationships with clients, providing personalized investment advice.
  - Conducted market research and provided clients with insights into investment opportunities.
- **Key Achievements:**
  - Increased client portfolio value by 12% through effective trading strategies.
  - Developed a client retention program that increased client loyalty by 10%.

## ● Medical Representative 2002 - 2004

Natura Health Care and Enzo Bio Pharma, Delhi

- **Product Promotion:**
  - Promoted pharmaceutical products to healthcare professionals, increasing market penetration and sales.
  - Built strong relationships with healthcare providers to support product adoption.
- **Client Engagement:**
  - Conducted product presentations and provided detailed information to healthcare professionals.
  - Collected feedback from healthcare providers and communicated it to the product development team.
- **Key Achievements:**
  - Increased sales of promoted products by 18% through targeted marketing strategies.
  - Successfully launched new products in the market, achieving 15% market share within the first year.

## ● Medical Transcriptionist 2001 - 2002

Avinash Medical Transcription, Ahmedabad

- **Transcription Services:**
  - Delivered high-quality transcription services for medical professionals, ensuring accuracy and confidentiality.
  - Maintained a high level of accuracy and attention to detail in all transcription tasks.
- **Client Interaction:**
  - Communicated with medical professionals to clarify transcription details and ensure accuracy.
  - Managed and prioritized transcription tasks to meet tight deadlines.
- **Key Achievements:**
  - Maintained a 99% accuracy rate in transcription tasks.
  - Improved turnaround time for transcription services by 20%.