

# CURRICULUM VITAE

## AMAN RAI

### Business Representative

An experienced Business Representative with strong knowhow of KYC Analysis offering 5+ years of experience in operations planning and production evaluation. Also consistent with application of KYC Policies and procedures. Skilled in forecasting order demands, identifying and addressing operational problems and maintaining quality standards. Ensures client's data accessibility and ability to implement strategies to determine inconsistencies in client's accounts.



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### **SKILLS**

**Business Process Improvement**

**KYC Compliance**

**Data Analysis and Reporting**

**Risk Management**

**Adaptability**

**Data Visualization and Integration**

**Marketing Expertise**

**Grievance Redressal**

**Decision-Making and Problem Solving**

**Customer Service Skills**

### **PROFESSIONAL EXPERIENCE**

#### **OVERSEAS HEALTHCARE PRIVATE LIMITED, LUCKNOW**

##### **Business Representative**

**(May,2023 - Present)**

- Diligently worked on the intricacy of **KYC analysis**.
- Developed and implemented a streamlined process of **KYC generating, reporting and tracking**.
- Ensured and enhanced due diligence in **KYC data accuracy** for compliance purposes.
- Initiated and completed high-quality KYC files inclusive of **data input, research, and analysis**.
- Assisted in the review and verification of customer documentation, achieving a **95% accuracy** rate and ensuring compliance with regulatory standards.
- Supported senior analysts in conducting due diligence on new clients, contributing to a **10% increase in onboarding efficiency**.
- Collaborated with cross-functional teams to **integrate blockchain technology** into the KYC process, improving data security and reducing fraud incidents significantly.
- Monitoring competitor activity and analyzing their performance.
- Aced in the **target achievements** over the years with **100% EDFP**.
- Negotiated and **secured pricing agreements** with key distributors, aligning with corporate policies and maintaining list price integrity.
- Investigate and resolve customer complaints and take **remedial measures**, where necessary to avoid recurrence.

## **ZUVENTUS HEALTHCARE LIMITED, LUCKNOW**

**Business Representative**

**(Dec,2020 - May,2023)**

- Streamlined the KYC **documentation** process by implementing a **digital onboarding system**, reducing manual errors by significant percentage and improving client satisfaction scores.
- Developed and executed a **comprehensive risk assessment framework** that identified and mitigated potential compliance issues, resulting in decrease in flagged accounts.
- Develop and sustaining long-term relationships with customers.
- Composed a clear **Grievance Redressal process** for customers to address their concerns and made relevant **recommendations to management**.
- Proficiency in **securing** pricing agreements with key distributors.
- Serves customers by selling pharmaceutical products and **meeting customer needs**.
- Focuses sales efforts by studying existing and **potential volume** of dealers.
- **Monitors competition** by gathering current market place information on pricing, products, new products, delivery schedules and merchandising techniques.

## **WELLBORN GROUP PRIVATE LIMITED, LUCKNOW**

**Senior Business Development Executive**

**(Dec,2019 - Dec,2020)**

- Oversee, maintain and upgrade existing accounts to ensure ongoing **client satisfaction**.
- Coordinate, manage and resolve account maintenance issues.
- Develop, coordinate and implement marketing plans design to **maintain** and **increase** existing business and capture new opportunities.

## **Business Development Executive**

**(Jul,2019-Dec,2019)**

- Source new sales opportunities through **inbound lead follow-up** and **outbound cold calls** and **emails**.
- Team with channel partners to build pipeline and **close deals**.
- Perform effective **online demos** to prospects.

## **INTERNSHIP EXPERIENCE**

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### **KARVY STOCK BROKING LIMITED, LUCKNOW**

**Sales Trainee**

**(Jun,2019-Jul,2019)**

- Sales and Marketing of financial products and services of Karvy Stock Broking Limited (KSBL).
- Learning about the **Stock Market, Stock Exchange, Primary and Secondary Market, DEMAT Account**.
- Meeting with the customers for opening DEMAT Account.

## **LIVE PROJECTS EXPERIENCE**

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### **ITC LIMITED, DEHRADUN**

**Market Researcher**

**(Feb,2019-Apr,2019)**

- Familiar with **Hub and Spoke model**.
- Underwent **fieldworks** and understand the **behavior** of the market.
- Member of Product launching team.
- **Planned** and **coordinated** with product launch team and worked on **promotional activities**.
- **Analyzing** and **understanding** the strategies for the product.

**ITC LIMITED, HALDWANI**  
**Market Researcher**

**(Jan,2019-Jan,2019)**

- Familiar with **Time and Motion Study**.
- Prepared a **1-week** activity report of shadowing Distributer Salesman.
- Understanding of relationship between the salesman and retailers.

## **CERTIFICATIONS**

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O-Level

Digital Marketing

CCC

Digital Analytics for Marketing Professionals

## **EDUCATIONAL BACKGROUND**

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**GRAPHIC ERA UNIVERSITY, DEHRADUN**  
**Master of Business Administration (M.B.A.)**  
--*Marketing & International Business*

**(2018-2020)**

**LUCKNOW UNIVERSITY, LUCKNOW**  
**Bachelor of Science (B.Sc.)**  
--*Computer Science*

**(2015-2018)**

**AWADH EDUCATIONAL ACADEMY, LUCKNOW**  
**Intermediate (12<sup>th</sup>)**

**(2014)**

**UNIQUE CONVENT HIGH SCHOOL, LUCKNOW**  
**Highschool (10<sup>th</sup>)**

**(2012)**

## **ACHIEVEMENTS**

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- Acquired 1<sup>st</sup> position in speech competition through National Service Scheme (NSS).
- Vice President and Joint Secretary of science association department in University.
- Organized an event of entrepreneurship at district level.