



DIVYANI MATHUR

Growth-Focused Insurance Sales Leader • Channel Strategy • Revenue & Team Development

📍 Indore, India 452001 📞 8109561773 ✉ divyanim14@gmail.com

🎯 SKILLS

- Sales Strategy & Target Planning
- Agency / Channel Development
- Team Leadership & Mentorship
- Customer Relationship Management
- Performance Monitoring (GWP, Activation)
- Claims Mediation & Coordination
- Cross-Functional Collaboration
- Time Management & Work Ethic

🎓 EDUCATION

2017-05

M.Com

DAVV — Indore, India

2015-04

B.Com (Computer Applications)

DAVV — Indore, India

🏆 CERTIFICATIONS

2025-01

Code Maroon Certified

ICICI Lombard

IRDAI Licensing

IC-01 & IC-11 — Passed

👤 PROFILE

Strategic, target-driven insurance sales leader with 11 years of experience building and scaling high-performing agency channels across Madhya Pradesh, Rajasthan, and Gujarat. Track record of standing up teams from zero, driving Gross Written Premium (GWP), agent activation, and retention, and turning newly built branches into top regional performers within months.

Known for hands-on mentorship — several direct reports have been promoted or moved into new bands under her leadership — and for keeping compliance, claims coordination, and customer experience tightly aligned with sales targets.

🏢 EXPERIENCE

APRIL 2026 – CURRENT

Branch Manager

ICICI Lombard General Insurance Co, Mumbai, Maharashtra, India

DEC 2023 – MARCH 2026

Branch Manager

ICICI Lombard General Insurance Co, Indore, Madhya Pradesh, India

Key Responsibilities

- Recruited and led a team of 7 members from scratch, delivering end-to-end mentoring, target alignment, and performance tracking.
- Oversaw a broader network of 300+ agents through team-led recruitment and channel development efforts.
- Oversaw market activation strategies and regional sales reviews while managing branch operations and agent performance.
- Coordinated cross-functionally with claims and policy servicing teams to enhance customer experience and reduce escalations.

Achievements

- ★ Achieved 100% of YTD sales target with a newly built team; awarded a performance-based increment.
- ★ Ensured 100% team qualification (Jan 2025) by adding 3 mandatory KYC documents per agent — a key compliance milestone.
- ★ Mentored 4 team members to promotions and band changes, setting benchmarks in agent activation and productivity.

2022-04 – 2023-12

Territory Sales Manager

Royal Sundaram General Insurance Co. Ltd, Indore, India

Key Responsibilities

- Recruited, trained, and led a team of insurance agents across the MPR region, focusing on customer acquisition and retention.
- Implemented training modules to boost agent capability in compliance, customer

engagement, and product knowledge.

- Monitored GWP, activation rates, and policy issuance to ensure consistent target delivery.

Achievements

- ★ Ranked #1 in agent recruitment across MPR (YTD).
- ★ 3rd highest performer in regional GWP and highest in agent activation rate.
- ★ Successfully built and scaled a new team that significantly contributed to revenue.

2019-12 – 2022-03

Senior Agency Manager

Care Health Insurance Ltd., Indore, India

Key Responsibilities

- Managed the full sales lifecycle including agent onboarding, business generation, and client engagement across health insurance offerings.
- Delivered customized policy solutions and ensured claim coordination through effective communication with clients and internal teams.
- Conducted regular sales training and motivation sessions to align agents with performance goals.

Career Progression

- Promoted from Agency Manager to Business Agency Manager within 12 months.
- Promoted to Senior Agency Manager within the next 6 months based on outstanding sales performance and team management.

Key Achievements

- ★ Qualified for multiple national and international incentive trips, including Dubai, Delhi, and Pachmarhi, through consistent top-tier performance.
- ★ Maintained top performer status for 12 consecutive months by exceeding monthly business targets.
- ★ Zone Topper for Gujarat, Rajasthan, and Madhya Pradesh in Jan & Feb 2021.
- ★ Built and managed a team that consistently won zonal contests and performance-based rewards.

2016-05 – 2019-09

Floor Manager

Wealth IT Global, Indore, India

Key Responsibilities

- Led a telesales floor, managed end-to-end trading product sales, and developed conversion-focused scripts and KPIs.
- Mentored relationship managers and resolved customer concerns to ensure long-term engagement.

Achievements

- ★ Increased lead-to-sale conversion by 25% through optimized scripts and team coaching.
- ★ Built a strong sales culture and reduced attrition through team engagement programs.

2015-01 – 2016-04

Relationship Manager

Ripples Pvt. Ltd., Indore, India

Key Responsibilities

- Managed B2B and B2C client portfolios, developed upselling strategies, and resolved client issues.
- Drove client retention and supported the sales team in boosting product adoption.

Achievements

- ★ Drove 15% YoY revenue growth through proactive engagement.
- ★ Commended for maintaining high client satisfaction levels.

2014-01 – 2015-01

Team Leader – Customer Experience/Trading Advisory

Pinnacle Investment Advisory Pvt. Ltd., Indore, India

Key Responsibilities

- Led customer service operations focused on first-call resolution for trading and advisory services.
- Tracked escalations and maintained SLAs using internal CRM and trading platforms.

Achievements

- ★ Maintained 95%+ CSAT through timely resolutions and feedback loops.
- ★ Reduced resolution time by 20% by streamlining internal escalation protocols.