

RESUME

M.PRIYA DHARSHINI

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Career Objective

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated policies and customer service expertise, including competitive offerings, pricing and market positioning.

Academic Proficiency

Educational Qualification	Institution	Board/University	CGPA / Percentage%
B.C.A (Computer Applications)	Vivekanandha College for Women Tiruchengode.	Periyar University	71%
HSC	Nirmala Girls Hr. Sec. School, Madurai	State board	58%
SSLC	Nirmala Girls Hr. Sec. School, Madurai	State board	82%

Awarded

-  Participation in the state level HISTORICAL ESSAY/DRAWING COMPETITION 2007- 2008.
-  Participation in the GANDHI STUDY CENTRE conducted examination on MY EXPERIMENTS WITH TRUTH held on 30/01/2008 and has been graded in 2nd class.

- ✚ Member of THE BHARAT SCOUTS & GUIDES Centenary Year 1907- 2007.
- ✚ Kalanjiyam Intercollegiate Technical Symposium-Participated for the event MULTIMEDIA PRESENTATION.
- ✚ Kalanjiyam Intercollegiate Technical Symposium-Participated for the event GOOGLING.
- ✚ Member of Seven days special Camping Programme on the theme HEALTHY YOUTH FOR HEALTHY INDIA.

Team Leader in Sales Team

February 2020 - April 2021

IDBI FEDERAL LIFE INSURANCE - MADURAI, INDIA

- ✚ Proved successful working within tight deadlines and fast-paced atmosphere.
- ✚ Resolved problems, improved operations and provided exceptional service.
- ✚ Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- ✚ Used Microsoft Word and other software tools to create documents and other communications.
- ✚ Worked with customers to understand needs and provide excellent service
Learned
- ✚ new skills and applied to daily tasks to improve efficiency and productivity.
- ✚ Delivered services to customer locations within specific timeframes.

Co-ordinator in Sales Team

January 2019 - January 2020

KOTAK LIFE INSURANCE - MADURAI, INDIA

- ✚ Used coordination and planning skills to achieve results according to schedule.
- ✚ Offered friendly and efficient service to customers, handled challenging situations with ease.
- ✚ Demonstrated respect, friendliness and willingness to help wherever needed.
- ✚ Used critical thinking to break down problems, evaluate solutions and make decisions.
- ✚ Working as a co-ordinator in sales team - Work involves customer service, telecalling agency partners and recruitment advisors.
- ✚ Knowledge on the policy, policy changes, claim details, insurance plan and KYC filling.

Skills

- ✚ Team building
- ✚ Team leader
- ✚ Teamwork mindset
- ✚ Team-minded
- ✚ Sales team training

Technical Skills

- ✚ Languages: C, C++
- ✚ Platforms: Windows XP/ 7/8/8.1/10, Linux, Ubuntu.
- ✚ Web Design: Image processing 1D, 2D.

Language Known

- ✚ English
- ✚ Tamil

PERSONAL- PROFILE:

Name	:	M.PRIYA DHARSHINI
Father's name	:	Mr.Murugesan
Father Occupation	:	Farmer
Date of birth	:	20.12.1994
Gender	:	Female
Nationality	:	Indian

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Thanking You

Place :

Yours Sincerely

Date :

(M.PRIYA DHARSHINI)