

# Ikshva Rojhe

## Keen to Pursue My Career in Growth Oriented Environment

I seek to heighten and shape my career path as per my professional interests and to accept and face new challenges, learn new different things in a demanding atmosphere that provides opportunity for learning and growth. Dedicated to effective leadership and detail-oriented work and always being fully committed to any task.



### Work History

2019-09 -  
2020-03

#### Senior Relationship Manager

*Icici Securities, Chandigarh, Chandigarh*

- Worked with clients to address and respond to client and partnership management issues.
- Did meetings with clients to generate leads.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
- Increased customer satisfaction by resolving financial products issues.
- Handled calls per given time to address customer inquiries and concerns.
- Worked with clients to understand needs and provide portfolio services.

2016-03 -  
2017-06

#### Claims Associate

*EXL Services, Noida, Uttar Pradesh*

- Worked with U.K. clients and use to deal with the health claims insurance to sell the policies
- Worked with claims adjusters and examiners to expedite processing in alignment with procedures.
- Evaluated and settled complex insurance claims in strict timeframe.
- Maintained confidentiality of patient finances, records and health status.
- Maintained excellent attendance record, consistently arriving to work on time.



### Contact

#### Address

Dehradun,  
UTTARAKHAND, 248198

#### Phone

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#### E-mail

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### Skills

Customer interaction

Communications

Team management

MS Office

Sales and marketing



## Education

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2017-08 -  
2019-04

### **MBA: Marketing**

*Shoolini University - Solan*

2012-04 -  
2015-05

### **BBA: General Studies**

*Beehive College Of Advance Studies - Dehradun*



## Additional Information

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- Member of placement committee in Shoolini university
- Workshop of Creativity, where I learnt about the creativity techniques and to come up with new ideas
- Team Leader in Writing Seminar in Shoolini University
- Team Leader in Sprints at Shoolini University
- Part of organizing convocation committee



## Certifications

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2020-05

The Fundamentals of Digital Marketing



## projects

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- Major project in China on "Social Media as a Marketing Tool and Creating Brand Awareness Minor project on "India China Trade Relations" Social Projects "Prayas School" preparing charts for students,
- lectures to students how to stay clean and provide them stationary for studying, from university.
- Final project report submission on women

empowerment, major parameter was Health and Education of women