

Pinky Sharma

Phone#:(905)782-4647

LLQP Certified

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Brampton, ON

PROFESSIONAL SUMMARY

Motivated Insurance Advisor (LLQP certified) with a proven track record in sales, renewals, and client service across life, health, and travel insurance, including Super Visa coverage. Skilled in prospecting, renewals, and delivering needs-based financial advice. Experienced in conducting discovery calls, explaining complex policies in simple terms, and providing solutions aligned with client needs. Adept at using digital tools (Zoho CRM) to manage client relationships, monitor sales activities, and ensure compliance and achieving sales targets.

Key Skills

- LLQP certified (Life, Accident & Sickness)
- Life, Health & Travel Insurance Solutions
- Prospecting & Client Acquisition
- Super Visa Insurance Expertise
- Sales Growth & Renewals
- CRM Tools (Zoho) & Digital Engagement
- Cross-Selling & Upselling Financial Products
- Client Relationship Management
- Conflict Resolution & Retention

Professional Experience

Canadian LIC, Inc, Ontario

Jan 2025 - Present

Customer Service & Sales Representative

- Conduct daily outbound and inbound client calls to provide insurance advice and tailored solutions.
- Specialize in **Travel and Super Visa Insurance**, explaining coverage options and ensuring compliance with client needs.
- Drive sales growth by promoting new policies, managing renewals, and identifying cross-selling opportunities.
- Utilize **Zoho CRM** to record client interactions, maintain detailed notes, and track follow-up activities.
- Deliver client-focused service by addressing inquiries, resolving concerns, and ensuring positive customer experiences.

- Contribute to business development by building trust-based relationships and supporting long-term client retention.

MSG Canada Insurance, Inc, Ontario

Sep 2022 - Dec 2023

Customer Service representative

- Assisted clients in selecting suitable policies by providing tailored solutions and clear explanations of terms and benefits.
- Handled customer inquiries regarding policy details, claims processes, renewals, and cancellations while ensuring high client satisfaction.
- Managed policy renewals, amendments, and documentation, maintaining accuracy and compliance with company standards.
- Built and maintained strong customer relationships through personalized service and effective issue resolution.
- Maintained detailed and accurate records of client interactions and policy transactions in company systems.
- Resolved customer complaints professionally, ensuring trust and long-term client retention.

KnovaTek Inc. - Toronto

Nov 2021 - Aug 2022

Front-End Developer

- Developed customer-facing web applications using React, Angular, and Redux
- Collaborated with teams in Agile/Scrum environments to deliver scalable digital solutions.

Additional Experience (India)

- Front-End Developer, Geekybones Lab (2020–2021)
- Clerk (Data Entry Operator), PEPSU Transport (2017–2019)
- Data Entry Operator roles, Dayaram Memorial & Sunrise Document Center (2015–2017)
- PHP Developer Intern, Solitaire Infosys (2015–2016)

Education & Certifications

- **Life License Qualification Program (LLQP) – Ontario, 2025**
- **Master of Computer Applications – RIMT College, India, 2015**
- **Bachelor of Computer Applications – RIMT College, India, 2012**