

DEEPA KUMARI UPADHYAY

SCHOOL OF MANAGEMENT SCIENCES (SMS), VARANASI

Address: B/40, Yogeshwar krupa society Nr. HP petrol pump vasana road, Vadodara, Gujarat, 395009

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Email ID: udeepa518@gmail.com

Date of Birth: 05 November 1995

Languages: Hindi, English, Bhojpuri & Gujarati



CAREER OBJECTIVE

Seeking a job in an Organization that facilitates learning, mentoring, development of technical as well as functional skills which would meet organizational goals and add value to my career.

EDUCATIONAL QUALIFICATION

DEGREE	INSTITUTE/UNIVERSITY	YEAR	MARKS
BBA	School of Management Sciences (SMS), Varanasi, UP	2017-20	72%
11th/12th intermediate	Basil School, Vadoadra (Gujarat Secondary & Higher Secondary Education Board)	2013	51.50%
10th	Basil School, Vadoadra (Gujarat Secondary & Higher Secondary Education Board)	2011	48.20%

WORK EXPERIENCE

0 Year 4 Months

Concentrix , Vadodara

*6 Months,
(May-2021 to Till Date)*

Project Name: Aditya Birla Health Insurance

Role: Advisor

Provide information regarding cashless claim and reimbursement claim

If customer wants to know about how to renew his policy than I guide the process through website or arrange a call back from team side

Book health checkups and Provide reports

If customer did not receive his policy documents than I send it from my system

Try to solve query on call

I got IDP in 5th Month on escalation desk there i have to handle the IRRATED customer and provide them proper resolution of the query and highlighting there case on priority and taking update & follow ups from client and managers after that taking follow ups of customers till query gets resolved.

ACHIVEMENTS & AWARDS

- 1 Participated in 3 days Microsoft Word & Powerpinot Workshop
- 2 Participated in 2 days Microsoft Excel Workshop

TECHNICAL SKILLS

TALLY & MS Office (Word, Excel, PowerPoint)

PERSONAL ATTRIBUTES

- **Adaptable:** Able to adjust in viable environments.
- **Optimistic:** Focus on the positive aspects of every situation.
- **Honest:** Loyal and trustworthy towards assigned work.
- **Punctual:** Habituated to maintain schedule and complete things in time.
- **Diligent:** Attentive and Persistant in doing work.

I hereby declare that the above said information is true to the best of my knowledge

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