**PRIYANKA SHARMA**

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## CAREER OBJECTIVE

A position in results-oriented organization that seeks an ambitious and career-conscious person, where acquired skills and education will be utilized towards continued growth and advancement.

## EDUCATIONAL QUALIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Degree** | **Institute/School** | **Remark** |
| 2016 | Nirmala Niketan College of Home Science | Mumbai University | Pass |
| 2013 | Class XII, H.S.C | Nirmala Niketan College of Home Science | Pass |
| 2011 | Class X, S.S.C | St Francis High School | Pass |

## CERTIFICATION COURSES

* Value added course in 'WORKSTATION DESIGN AND APPLIED ERGONOMICS ' which has given me the basic knowledge of a good workplace design which will be helpful in any industry/organisation.
* Successfully completed an Information Technology course (MS-CIT) in June2013 with an "A" grade.

## SOFTWARE SKILLS

* Basic knowledge of MS office and constantly upgrading my knowledge through internet browsing.

**WORK EXPERIENCE**

1. **Worked in a fashion rental start up @Flyrobe as a Customer Relations agent (CC).**

**JOB ROLES:**

* Handling customer’s queries.
* Helping customers with placing orders.
* Converting leads into customers.
* Helping them with choosing the appropriate outfit through various means such as whatsapp, mail, voice calls..,
* Communicating with various teams/departments for a successful order.
* Maintaining good rapport with the customers as a CC is the face of the company.

1. **Worked in an Immigration Company (Winny) as a telecounselor.**

**JOB ROLES:**

* Understanding the immigration process and conveying the same to the clients
* Checking their eligibility criteria and verifying if they qualify to get a PR visa
* Arranging an appointment and asking to walk-in to the branch.

1. **Worked at AV Immigration (Apex Visas) as a SR. Immigration Consultant**.

**JOB ROLES:**

* Calling the potential clients
* Explaining the process and clarifying all the doubts and queries
* Getting them on board
* Signing up the agreement.
* Initiating the process

## Working at RAO Consultant as an Immigration Consultant.

* Provide consultation for immigration, educational and work related purposes with high level of professionalism in person and through online channels;
* Act as the single point of contact for clients with respect to queries and live cases;
* Deliver case specific advice and lead/implement practices specifically with regard to study and work permits, visas, health insurance, employment, cultural adjustment, dependents and related issues.
* Manage timelines and case flow on a daily basis, updating senior staff and team regularly.
* Maintain the highest standard of immigration advice to One Immigration clients.
* Prepare and submit reports, publications, and other written work as required.
* General duties including managing a portfolio of high volume immigration files

**PERSONAL SKILLS**

## Skilled in problem solving and ability to handle multiple functions in high-pressure.

## Environments along with meeting project schedules under tight deadlines.

## Ability to work independently or as part of a team.

## Good in verbal communication.

## DECLARATION

I look forward to work at position which provides me an opportunity to utilize the knowledge and experience gained till today working in different industries. I would like to apply my skills and knowledge and want to contribute to the growth of the organization as well as mine.

All the information stated herein is true and to the best of my knowledge.

**Priyanka Sharma**