ANKITA SARKAR

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# Profile Summary

Dynamic and highly motivated professional with experience across customer service, insurance, and real estate. Strong interpersonal skills, customer-first mindset, and dedicated work ethic. Known for building trust, resolving complex queries, and upselling. Eager to embrace new domains and contribute meaningfully in challenging roles.

# Professional Experience

## Planned Career Break (Mar 2025 – Present)

* Took a dedicated break from professional work to serve as the primary caregiver for a family member during a period of illness and to manage essential household responsibilities. Actively seeking to return to a challenging role in the insurance sector.

## HDFC Life Insurance (May 2024 – Mar 2025)

* Customer Interaction: Engaged with customers via phone, email, and chat to address queries and concerns effectively.
* Sales and Upselling: Identified customers’ need to provide suitable insurance products, aiming to upsell and cross-sell.
* Relationship Management: Built and maintained strong relationships with customers, ensuring high levels of satisfaction and loyalty.
* Policy Servicing: Assisted customers with policy-related services such as renewals, claims, and updates.
* Compliance: Adhered strictly to all regulatory and company policies and guidelines in all transactions.

## IndiaFirst Life Insurance (Feb 2021 – May 2024)

* Partner Engagement: Contacted potential partner banks to gather information on prospective customers for insurance products.
* Needs Analysis: Appraised the wishes and demands of customers through bank partners to promote suitable protection plans.
* Risk Management: Identified and analyzed risks associated with policies to minimize financial loss for the company.
* Target Achievement: Successfully managed transactions and sales records to achieve target budgets and prepare shareholder reports.
* Claims Management: Assisted in claims management, from directing information for claimants to presiding over investigations.

## Teleperformance (Nov 2019 – May 2020)

* Maintained a positive, empathetic, and professional attitude toward customers at all times.
* Communicated with customers through various channels, acknowledging and resolving complaints promptly.
* Kept detailed records of customer interactions, transactions, comments, and complaints.
* Ensured customer satisfaction and provided professional customer support.

## N.T. Realtors (Aug 2019 – Oct 2019)

* Provided guidance and assisted sellers and buyers in marketing and purchasing property for the right price under the best terms.
* Performed comparative market analysis to estimate properties’ value.

# Education

* Bachelor of Arts. (Bengali Hons.), West Bengal State University – 43.88%, 2016
* Higher Secondary (WBCHSE) – 47.50%, 2013
* Secondary (WBSE) – 46.75%, 2011

# Areas of Expertise

* Insurance Product Knowledge
* Sales & Upselling
* Bancassurance Operations
* Customer Relationship Management (CRM)
* Lead & Claims Management
* Policy Servicing & Support
* Risk Analysis
* Complaint Resolution
* Market Intelligence
* Team Collaboration

# Technical Skills

* Microsoft Word
* Microsoft Excel
* Microsoft PowerPoint
* Customer Service Software

# Professional Development

* Completed online courses to enhance communication skills and proficiency in Microsoft Office tools (Word, Excel, PowerPoint).

# Additional Information

• Date of Birth: 09 Nov 1995  
• Address: 166/3 Panchanantala Road, Tollygunge Karunamoyee, Kolkata – 700041  
• Marital Status: Single  
• Nationality: Indian  
• Driving License: WB-0120181089165 (Valid till Jan 2038)  
• Hobbies: Listening to music, cooking, social media

# Engagement during Employment Gap

During the COVID-19-induced layoff in 2020, focused on personal growth, managed family responsibilities, and upskilled in Microsoft tools and communication via online learning.