ANKITA SARKAR

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# Profile Summary

Dynamic and highly motivated professional with experience in customer service, insurance, and real estate. Known for relationship building, resolving customer issues, and contributing to business growth. Quick learner with a resilient mindset and strong communication skills.

**Career Break (Mar 2025 – Present):** Took a dedicated break to care for an ailing parent during a period of illness and manage household responsibilities. Now I am actively seeking to return to the insurance industry.

# Skills & Tools

Customer Relationship Management | Sales & Upselling | Insurance & Bancassurance | Lead & Claims Management | Policy Serving & Renewals | Market Analysis | MS Office Suite - Microsoft Word, Excel, PowerPoint | Complaint Resolution | Team Collaboration

# Professional Experience

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

* Engaged with customers through virtual channels to resolve queries and provide policy services, including renewals and claims.
* Identified the customer needs to successfully upsell and cross-sell suitable insurance products, consistently following up on leads to convert them into sales opportunities.
* Maintained strong customer relationships to ensure high levels of satisfaction and loyalty.

**IndiaFirst Life Insurance** (Feb 2021 – May 2024

* Partnered with banks to identify potential customers and promote suitable protection plans based on their financial needs.
* Managed the insurance data, analyzed risks associated with policies, and prepared reports on business success.
* Successfully achieved target budgets while minimizing financial risk and presiding over claims investigations.

**Teleperformance** (Nov 2019 – May 2020)

* Acted as the primary point of contact for customers, promptly resolving complaints and inquiries through various channels.
* Maintained detailed records of all customer interactions and transactions to ensure process efficiency.

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

* Provided guidance to sellers and buyers to market and purchase properties, performing market analysis to estimate value.

# Professional Development

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

# Education

• B.A. (Bengali Hons.), West Bengal State University – 2016

• H.S., WBCHSE – 2013

• Secondary, WBSE – 2011