

Sneha Singh
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OBJECTIVE

To work in a challenging environment so as to realise my full potential of myself and thus learn and contribute to the organisation.

ACADEMIC CREDENTIALS

- **Completed MBA (HR and MARKETING)** from Dr APJ ABDUL KALAM University(formerly UPTU) Lucknow
- **Completed Graduation** from IGNOU
- **Completed 12th** from C.B.S.E. Board
- **Completed 10th** from C.B.S.E. Board

WORK EXPERIENCE

1.TECH MAHINDRA LIMITED

Role : 1.Working as Team Leader

Duration: 9 September 2022 - till date

Responsibility: Performance and people management.

Motivating, developing and mentoring team members .

Monitor projects/transactions and provide qualitative/constructive feedback to team members.

Managing escalations.

Managing shrinkage and attrition.

Auditing D-csat and providing feedback to team members.

Participating in Client calibration and sharing observation .

Managing queue on real time basis.

Auditing long calls , auditing high AHT calls.

Checking with monthly KRA of every team member and giving One- o -one session.

Maintaining SLA

Role : 2. Worked as a Senior Associate Customer Support in Premium Sales and Retention Lob (Vodafone Qatar Process).

Duration: 12 November 2019 – 8 September 2022

Responsibility: Converting prepaid numbers (of non -expatriate residing in Qatar) into postpaid numbers non billing cycle dates ,
outbound target based sales.
Retaining customers on postpaid numbers from disconnection ,
and retaining by migrating from postpaid to prepaid ,inbound
on billing dates (1st and 15th of every month).

2. MAX BUPA HEALTH INSURANCE COMPANY

Role : Telesales Executive

Duration: 20 June 2018 – 29 October 2019

Responsibility : Selling Health Insurance policy and explaining the benefits and terms and contains of health policy with compliance following all IRDA guidelines ,(through Outbound telechannel calling).
Achieving monthly targets (cold selling).

3. RELIGARE HEALTH INSURANCE COMPANY LIMITED

Role : Customer Support Executive

Duration: 17 July 2017 - 28 April 2018.

Responsibility: Responding to customer queries related to health insurance
Live claims, sharing claim status to customers ,policy through inbound calls
Providing resolution to customer's complaints and grievances.
Maintaining the AHT for the process.
Quality focus , documentation skills

SUMMER TRAINING & ACADEMIC PROJECT

Organization : N.T.P.C.Ltd Dadri

Duration : 6 weeks

Project : Process of Recruitment And Selection at NTPC

IT SKILLS

Basic knowledge of Computer (MS Word, MS Excel , MS Outlook, powerpoint)

PERSONAL DETAILS

Father's Name : Sh. Jaipal Singh

Date of Birth : 2nd March

Languages Known : English, Hindi

Hobbies : Travelling, Photography, Reading.

Address : Greater Noida

DECLARATION

I hereby declare that the information provided by me is true and genuine to the best of my knowledge and belief.

Sneha