



# SADIA KHAN



## OBJECTIVE

Highly committed and results driven professional with a proven record (4+ years) of seamlessly creating value. During this period, I have gained vast knowledge in customer service, sales and marketing, retention, training, quality audits and supporting account executives. Developed very professional communication and administrative skills, will ensure a positive contribution to the organization's goals.



## EXPERIENCE

### Insurancemarket.ae by AFIA Insurance Brokerage Services LLC | Dubai (UAE)

*Jan 2021 - Nov 2022*

Senior Insurance Advisor

- Promoting all types of new insurance contracts and retaining the existing policy
- Convert existing as well as new business leads
- Achieving the weekly and monthly sales targets
- Negotiations with underwriters to propose best plans to clients
- Request and review underwriting information on behalf of clients and understand their requirements
- Skilled in sales management, driving individual sales pitch and presenting company capabilities resulting in immediate client relations building
- Preparing and presenting motor quotations and rigorous emailing and follow-up, servicing and consulting each prospect and existing clients
- Evaluate business or individual customer needs and financial status to propose indemnity contract plans that meet their criteria
- Work with clients to deliver risk management strategies that fit their risk profiles
- Monitor insurance claims to insure mutual understanding
- Achieve customer acquisition and revenue growth objectives
- Ensuring the complaints of clients are properly looked into and addressed effectively
- Maintaining the loyalty of clients to his/her insurance company
- Upselling policies to existing customers
- Maintaining records
- Providing training to new joiners
- SPOC in the absence of team leader

### Halani Health Care | Mumbai (India)

*May 2020 - Aug 2020*

Admin Coordinator

- Co-ordination between doctors and patients during Covid-19 lockdown
- Welcoming clients and responding to their professional queries
- Handling inbound and outbound calls
- Managing records of discussions or correspondence with patients
- Booking appointment slots
- Follow-ups



## CONTACT

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Mumbai, India.



<https://www.linkedin.com/in/sadia-khan-b49513201?trk=contact-info>



## SKILLS

- Multi-lingual (speak, read and write) with fluency in English, Hindi, Urdu and Marathi.
- Multi-tasking
- Strong administrative and organizational skills
- Strong knowledge on computers including office 365
- Quality Audits
- Training new joiners
- Strong communication skills
- Quick learner
- Customer experience management
- Team Management
- CRM
- Leadership Skills



## ACHIEVEMENTS & AWARDS

Certificate Of Recognition - NPS Hall Of Fame - September 2021.

Certificate Of Recognition - NPS Hall Of Fame - February 2022.

Certification Of Compliance Module: AML & CFOT Awareness - August 2021.

Certification Of Compliance Module: AML & KYC Processes - August 2021.

ICA Certificate in Financial Crime Compliance for the Insurance Sector in the UAE - February 2022.

Won the All-Rounder athlete of the school in the year 2012.



## LANGUAGES

English

Hindi

Urdu

Marathi

## Delight Services LLP | Mumbai (India)

*Oct 2018 - April 2020*

Senior Customer Service Executive

- Retention of existing customers
- Upselling orders to new and existing customers
- Poaching new/potential customer for business opportunities with us
- Welcoming clients and responding to their professional queries
- Audited and monitored team's performance on a regular basis
- Handling inbound and outbound calls
- Providing training to new joiners
- Scheduling interviews
- Managing records of discussions or correspondence with clients
- Client feedback collection
- Managing client records and documentation
- Lead generation and follow-ups

## Sanda office Mgmt Services Pvt LTD | Mumbai (India)

*Jan 2017 - Sept 2017*

Brand Ambassador

- Wellness counselor
- Marketing and Sales for the UK region
- Conversion and reactivation of dead leads
- Retention of existing customers
- Cold calling for business opportunities
- Supporting the team to achieve the targets
- Mentoring the new joiners
- SPOC in the absence of team leader



## PERSONAL DETAILS

Date of Birth : 19/01/1997

Nationality : Indian

Gender : Female



## EDUCATION

### Mumbai University, India

Graduated in Bachelor of Commerce

### Anuyog Junior College, Mumbai

Higher Secondary Certificate in Commerce

### Indian Airlines Ideal School

Secondary School Certificate