**SANIYA YESRAB**

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Hyderabad, India, 5000034

**Professional Summary**

Hardworking Senior Representative gifted at providing amazing service to customers and peers. Engaging and personable to oversee business tasks and meet deadlines. Highly effective at developing great relationships. Known for fantastic negotiation and convincing skills with excellent customer connect.

**Work History**

**Senior Representative (Internal Recovery Collections)- Synchrony Financials**

Hyderabad - January 2021 - Current

1. Awarded as 2nd top collector for the month of April 2021

2. Recognized for the best Call advocacy for June 2021

3. Recognized for the best Call advocacy for October 2021.

4. Recognized as the Exceptional performer for November 2021

5. Recognized as the top collector for the month of November 2021.

6. Appointed as a SPOC (single point of contact) for Daily knowledge task.

6. Won a Bright Star Award for taking a quick identification and escalating to the management from a compliance risk and ensuring our customers have the best experience with the organization

**Middle School Teachers. St. Andrews**

Hyderabad - June 2015 - April 2018

* Teaching professional career that is imaginative & includes several artistic-medium to encourage & inspire students.
* Offer support & well-disciplined environment to ensure the success of each child.
* Catalyst in intellectual growth of pupil through an atmosphere of mutual respect and open communication.
* A result oriented professional with 3 years of working experience in the field of Teaching and Educational Assessment.
* Ability to recognize & nurture the creative potential of each student through interesting & innovative teaching methods
* Ability to foster healthy learning atmosphere in class.
* Ability to enthuse discipline in students by developing their interest in lectures.

# Additional Information

· Participated in workshop on “Liberty & Justice for all” - The Challenges of Nation-Building in United States History held at OUCIP.

· Participated as an Anchor in the seminar on “Awareness on Handloom Mark “, held at SNVMV.

. Presented a paper at “LITERATI”, a one-day student seminar, held at Loyola Academy.

# Skills

* Business growth and retention
* Relationship building
* Excellent Customer Relations
* Good Leadership qualities
* Excellent listening skills
* Critical thinking and problem-solving skills
* Confident
* Self-motivate
* Great grasping skill
* Flexible

**EDUCATION**

* MA -- Osmania University/Vanitha College
* BA – Osmania University/Loyala Academy
* Higher Secondary – R.G.R. Siddhanti Degree College
* High School -- Mount Carmel High School

**PERSONAL DETAILS**:

* **Name**: Saniya Yesrab
* **Marital Status**: Married
* **Email**: saniya.y29@gmail.com
* **Languages known:** English, Hindi and Urdu

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