**PUSHPALA SHAILAJA**

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**Professional Summary**

**As an Immigration Specialists provide support to foreign citizens looking to immigrate to the Australia and Canada PR Process. Help clients to determine the services they require, providing clients with all needed documentation, assisting clients with the completion of paperwork, making sure that documents are submitted on time; verifying the authenticity of paperwork and**[**supporting documents**](https://www.qwikresume.com/resume-samples/document-clerk/) **Has expert-level knowledge of all issues and global mission policies and procedures .Possesses a Master’s Degree in Business Administration and 8 years of Immigration Specialist experience.**

**Professional Experience**

**Y-Axis Pvt Ltd ( March 2023 to till date) as Sr. Process Consultant Australia PR process.**

* Inform clients about requirements related to applying for non-immigrant, immigrant, residency or citizenship status and give information pertinent to service delivery
* Conduct individual or group information sessions, including outreach at off-site workshops
* Answer telephone inquiries pursuant to program procedures
* Closely work with MARA agents and resolve client requirement
* Screen, assess and evaluate client needs and determine eligibility for immigration benefits and program services
* Make referrals to program’s Immigration Attorney for complex cases (eg. those involving criminal history)
* Maintain accurate, complete and confidential case files, both electronic and hard copy
* Work on reports to

**Y-Axis Pvt Ltd ( December 2020 to March 2023 ) as Sr. Process Consultant Canada PR process.**

* Work on detail while processing documents & forms as per the IRCC requirement
* To research for information on the internet and official web sites of Canada Immigration document requirement.
* Provide advisory and support services to clients on the presentation of the documents required for the PR application.
* Advice on documentary requirements in immigration/visa services
* Review documents and preparation of petitions and applications.
* Produce high-quality documentation
* Liaison with relevant immigration and visa offices, where required.
* Document process systems and ensure process deliveries are met
* Maintain knowledge of changes and updates in visa policies

**Matrimony.com Ltd (Nov 2019 – August 2020) as Sr. Relationship Manager**

* Improve customer service experience, create engaged customers and facilitate organic growth
* Take ownership of customer’s issues and follow problems through to resolution
* Set a clear mission and deploy strategies focused towards that mission
* Develop service procedures, policies and standards
* Keep accurate records and document customer service actions and discussions
* Analyze statistics and compile accurate reports
* Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
* Keep ahead of industry’s developments and apply best practices to areas of improvement
* Control resources and utilize assets to achieve qualitative and quantitative targets
* Adhere to and manage the approved budget
* Maintain an orderly workflow according to priorities

**Network Enterprises (Authorized Agency of ICICI Home Loans)September 2018 to November 2019**

**Team Leader**

* Handle a team of 17 members (5 caller’s and12 field executives).
* Handle data of clients assigned to the agency preparing reports and performance of executives and callers.
* Train on processes and products and undertake additional training if team members requires.
* Handling escalations with regards to EMI collection of home loans.
* Work on application like CAPS, MARC Collections.
* Develop a strategy for the team which will help them to reach their goal.
* Communicate clear instructions to team members.
* Manage the flow of day-to-day operations.
* Create reports to update the company on the team's progress.
* Distribute reports to the appropriate personnel.

**Opulentus Overseas Careers January 2017 to September 2018**

**Team Leader**

* Create an inspiring team environment with an open communication culture
* Set clear team goals to guide client on required paper work
* conduct training work shop to the team members to ensure zero escalations and 100% customer satisfaction
* Delegate tasks and set deadlines to meet TAT.
* Monitor team performance and report on metrics
* Motivate team members
* Discover training needs and provide coaching

**Y-axis Overseas Careers**, **December 2013 to September 2016.**

**Process Consultant**

* Relaying information in a concise and clear manner.
* Managing customer expectations.
* Building customer relationships and loyalty.
* Quickly researching and investigating issues that concern a customer.
* Responsible for handling work permit processing visa stamping for PR visa.
* Understanding the immigration laws and internal policies to ensure compliance (immigration laws do’s doesn’t and consulate Procedures) monitoring work permit and extensions.
* Create regular reports, publishes to managements.
* Modifying the process and when immigration policies change.
* Evaluation of clients profile check with the ANZCO coeds as per the Australian standards
* Updating the changes in immigration rules and changes in the process timely to the clients.
* Marinating the timely changes in the application process and provide accurate information to the client
* Resolving queries from client ability to work under pressure without compromising the quality of delivery and high level of customer service

**Sapiens communications** **Authorized Agency of Bharthi Airtel Secunderabad, 15-12-2008 to 5-2-2013.**

**Process Executive**

* Dealing with customers and clients in a courteous, professional and diplomatic manner.
* Capable of influencing the opinions of customers.
* Winning over customers.
* Establishing and maintaining positive customer relationships.
* Able to adapt tone, language and style for different customers and situations.
* Able to handle complaints, aggressive customers and difficult situations.
* Visiting important accounts and clients to maintain good relations.
* Delegating work according to an employee’s abilities and skills.
* Effectively presenting information.

**Academic Qualification**

**Masters in Business Administration** with specialization in Finance

Aurora Technological & Research Institute affiliated to JNTU, Hyderabad.

**Bachelor of Commerce**

Avanthi Degree College affiliated to Osmania University, Hyderabad.

**Personal Profile**

Date of Birth : 3 April 1985

Nationality : Indian

Languages Known : English, Hindi and Telugu

Marital Status : Married

Permanent Address : H-No.12-10-664/3, Street No:- 1 Ground floor,

LaxmiNarasimha Arcade, Indra Nagar, Warisiguda,

Secunderabad - 500061.

(Shailaja.P)