**Sambhavi Sinha**

**Contact:** **+91 7979096236** **E-mail:** **[sambhavisinha04@gmail.com](mailto:sambhavisinha04@gmail.com)**

**Profile Summary**

* A result oriented professional with experience in multiple domains and industries.
* Experience spans across various roles like Customer care executive, Job Consultant and Insurance executive.
* Worked independently and took up challenging roles.
* An effective communicator with excellent relationship, management skills and organizational abilities.

**Education Qualification**

* Matriculation (2011-2012): 59.8 %( Bihar Board)
* Senior Secondary (2012-14): 82.6% (B.N.S DAV Public School , Giridih )
* Studied In Institute of Science and Management (B.B.A) (2104-17) Ranchi Jharkhand

**Organisational Experience**

**Working with ICFAI BUSINESS SCHOOL Hyderabad (Nov 21)**

**Role : Admission Officer**

**Responsibilities:**

* Interacted with students professionally by phone, e-mail or in- person provided to information regarding Admission**.**
* Maintain admission process and marketing plan. Maintained censes Goals.
* Maximize center profitability goals by managing resident flow, admissions process and executing marketing programs for the center.
* Managed both inbound and outbound marketing campaign to generate new admission and support.

**Worked with RKDF UNIVERSITY RANCHI (Dec 19- July 21)**

**Role : Admission Department**

**Responsibilities:**

* Organizes and execute recruitment events; reviews admission application and evaluate student’s credentials.
* To advise students on application process.
* To keep track for degree completion, organizing orientation activities, and managing student data.
* Maintain and manages admission database consisting of all applicants and enrolled students.
* Assessed students and applicants by interest and skill and provided strategic information about pursuing suitable courses.

**Worked with SBI Credit Card (Jan 18 – Aug 19)**

**Role : Dip Team Member**

**Responsibilities:**

* Responsible to validate customer related sensitive data on daily basis.
* Approving the documents received from interfacing team.
* To check all the documents based on the defined checklist.
* To generate Customer defined unique file once the documents are approved.
* Monitor the team’s activity and provide assistance.
* Monitoring & following the internal processes.

**Worked with PREMSONS MOTOR (May 17 – Nov 17)**

**Role : Insurance Department**

**Responsibilities:**

* Handling customers on daily basis with respect to Vehicle Insurance renewal / claim.
* Attending to customers queries and explaining the process.
* Handling documentation work for customers.
* Coordinate with multiple Insurance organisations regarding the policies available.
* Follow other major processes within team.

**Worked with CONCENTRIX (Jan 16 –Mar 17)**

**Role: Customer Care executive**

**Responsibilities:**

* Analyse the issues raised by customer.
* Attend to customer queries and provide requires support.
* Coordinate with multiple teams based on customer’s queries.
* Provide extend support to close the issue on time.

**Key Skills**

* Customer Management
* Relationship Management
* Abstract Reasoning
* Concept Formation

**Strength**

* Good planning and organizational skills
* Have effective leadership and management quality
* Ability to effectively multitask, prioritize and meet deadlines
* Have good communication skill
* Excellent team player
* Good team leadership quality
* Always ready to take challenges

**Personal Information**

Father’s Name : Late. Ajay Kumar Sinha

Gender : Female

Languages Known : English & Hindi

Marital Status : Unmarried

Residence : Mahavir Nagar, Argora Housing Colony, Ranchi, Jharkhand

Permanent Address : Paras Kutir, Chitragupta Colony, Jamui, Bihar 811307.

Contact No. : +91- 7979096236

E-mail Id : sambhavisinha04 @gmail.com

Date of Birth : 04 December 1997

**Declarations:**

* **I hereby declare that the above particulars of facts and information stated are correct to the best of my belief and knowledge.**

**Date:**

**Signature:**