**Seema Rangi**

Contact Information

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**Objective**

Results-oriented Analyst, skilled in managing and analysing large volumes of information. Proactive at identifying and addressing issues in operations, workflow, and production by uncovering trends that impact business success.

**Skills**

* Project Management
* Excellent time management skills
* Great verbal and written communication skills
* Excel and MIS Knowledge
* Ability to multitask and prioritize tasks
* Experience in resolving work-conflict situations
* Client Relationship Management
* Knowledge of Freshdesk

**Work Experience**

**Senior Mapping Analyst**  **DCS plus Travel Technology, Gurgaon (January 2021 - August 2023)**Mapping Hotel data by online researching, selecting, and evaluating map source data content from more integrators into a single database with unique identification for locations, hotels, and hotel details (geocodes, addresses).

* Researched, synthesized, and analysed data from numerous sources to develop reports and recommendations.
* Trained, mentored, and assigned work to subordinate crew members.
* Prepared project estimates for new clients.
* Handled multiple international customers’ inquiries and suggestions courteously and professionally through Freshdesk.
* Checked map layers to promote accuracy, identify and mark errors, and make corrections.
* Validated results and performed quality assurance to assess the accuracy of data.
* Responded to client requests for products, services, and company information.
* Handled customer service issues with the travel agents (B2B).
* Offered advice and assistance to clients, paying attention to special needs or wants.
* Maintained client satisfaction with forward-thinking strategies focused on addressing client's needs and resolving concerns.
* Clarified client issues and determined the root cause of problems to resolve product or service complaints.

**Health Insurance Senior Sales Executive  
PolicyBazaar.com, Gurgaon (September 2018 - October 2020)**

* Successfully served as a Health Insurance Senior Sales Executive at PolicyBazaar.com, a leading online insurance marketplace.
* Demonstrated expertise in health insurance products and services, effectively catering to clients' insurance needs.
* Consistently exceeded sales targets, showcasing strong negotiation and communication skills to convert leads into customers.
* Collaborated with a cross-functional team to ensure smooth customer onboarding and policy issuance processes.
* Proactively identified and addressed customer concerns, resolving issues and ensuring high levels of customer satisfaction.
* Utilized data-driven insights to customize insurance solutions and provide personalized recommendations to clients.
* Actively participated in training sessions to stay updated on the latest insurance products, industry trends, and sales techniques.
* Contributed to team meetings, sharing best practices and innovative strategies to enhance the overall sales performance.
* Leveraged digital tools and platforms to manage leads, track progress, and optimize the sales pipeline.

**Education & PROFESSIONAL DEVELOPMENT**

**Bachelor in Civil Engineering**:   
Institute of Technology & Science - Bhiwani, Haryana May 2014 - May 2017  
  
**Software Skills knowledge**

Ms Office

**Language known**

English Hindi