**Mrs. Pooja. P. Singh**

**Mobile:** + 8898157923 / 9769702058

**Email:** singhpoo857@gmail.com

**Qualification:**

* S.S.C Passed from Mumbai Board in 2007.
* H.S.C. Passed from Mumbai Board in 2009.
* TY.Bsc.(IT) Passed from Mumbai University in 2012.

**Work Experience:**

* Worked in ***Prashant Construction*** asin Real Estate Company From June 2012 to Dec 2013.
* Attending incoming calls and outgoing calls with proper etiquettes .
* Maintaining records for them responding the telephonic calls and carry out conversations politely.
* To sort out incoming mails at inquiry inbox and distribute to concern department.
* Customer enquiries collecting and confirming property via various sources talking to following agents for confirmation.
* Fixing the appointment for site visit
* Prepare Presentation, make reports whenever required by team.
* Appropriate training and briefing will be provided prior, joining the company.
* Worked in ***Serco Company*** as an Banking Process from Jan 2014 to April 2015.
* Prepare for customer enquiries by studying products, services and customer service processes.
* Respond to customer inquiries by understanding inquiry, reviewing previous and responses, gathering and researching information.
* Assembling and forwarding information, verifying customers understanding of information and then answer.
* Records customer inquiries by documenting inquiry and response in customers accounts.
* Improves quality service by recommending improved processes, identifying new products and service applications.
* Updates job knowledge by participating in educational opportunities.
* Accomolishes customer service and organization mission by completing related results as needed.
* Worked in ***First Source Technology*** as a Customer Service Associate from May 2015 to Dec 2015.
* Prepare for customer enquiries by studying products, services and customer service processes.
* Respond to customer inquiries by understanding inquiry, reviewing previous and responses, gathering and researching information.
* Assembling and forwarding information, verifying customers understaning of information and then answer.
* Records customer inquiries by documenting inquiry and response in customers accounts.
* Improves quality service by recommending improved processes, identifying new products and service applications.
* Updates job knowledge by participating in educational opportunities.
* Accomolishes customer service and organization mission by completing related results as needed.
* Worked in ***Soham Developer*** Company as a Project Analyst From Jan 2016 to June 2017.
* Initiate sales as well as marketing activities, including phone calls,emails,online postings plus face to face meetings, designed to identify engage prospective new customers.
* Assist clients in assessing options for making sure that they receive the best rates terms.
* Meet with clients to assess their property needs.
* Generate lists of properties that meet the buyers needs financial resources.
* Act as an intermediary for discussions between buyers sellers.
* Advertise sales of properties using various mediums like open houses, multiple listing services and also networking.
* Create documents like representation contracts, purchase agreements, closing statements, deeds leases.
* Worked in ***Kotak Mahindra Bank*** as an Life Advisor From Aug 2017 to April 2018.
* Develops base for long-term sources of clients by using referrals, occupational, and special-interest groups to compile lists of prospects.
* Approaches potential clients by utilizing mailings and phone solicitation; making presentations to groups at company-sponsored gatherings; speaking publicly to community groups on the subject of financial well-being.
* Determines clients' particular needs and financial situations by scheduling fact-finding appointments; determining extent of present coverage and investments; ascertaining long-term goals.
* Developes a coordinated protection plan by calculating and quoting rates for immediate coverage action and long-term strategy implementation.
* Obtains underwriting approval by completing application for coverage.
* Completes coverage by delivering policy; planning future follow-up visits and evaluations of needs.
* Provides continuing service by providing direct deposit forms; processing changes in beneficiary and policy loan applications.
* Provides death benefits by delivering policy proceeds; reassessing client needs.
* Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
* Enhances insurance agency reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Worked in ***ICICI Lombard Gen Ins Company*** From May 2018 to 3 F.
* Attend and greet all customers properly over the call.
* Assist customers with product and handling,
* Customer satisfaction with effective sales technique.
* Achieving sales target on time also over achieving the target,
* Self motivated and also good in Communications and Convincing Power.,Presentation Skill.
* Develop and maintain good relationship with General managers and Regional Service Center.
* Developing a Sales Plan which defines how the sales team obtain thye regional sales objective.
* Working in AV Educom as a Councellor from 21Feb 2023 to till date.

\*Assessing patients through detailed conversations, interviews, and observations to determine the appropriate testing or examination.

\*Working with your patient and developing goals.

\*Discussing the treatment plan with your patient on a regular basis to identify faults .

\* Educating patients about appropriate coping mechanisms to help them through tough situations.

\*Recording the patient’s progress and changing their treatment plan when needed.

**Computer Courses**

* MS-CIT with distinction (86%)
* C,C++,Java,SQL,HTML.
* Ms-Office ( Word. Excel,Power point,etc.)
* Typing 30 w.p.m.

**Strength :**

* Sincere and hard working.
* Able to manage stress
* Interest to acquire new knowledge.
* Good Team Spirit.
* Good Commumications Skills.

**Hobbies:**

* Net Surfing.
* Making New Friends
* Travelling .

**Personal Details:**

**Name :** Pooja P Singh

**Date of Birth :** 21st August 1991.

**Residential Address** : 2/4, Rajpath Yadav Chawl,

Farid Nagar, Pratap Nagar Road,

Bhandup ( W ). Mumbai – 400078.

**Gender :** Female

**Marital Status :** Married

**Nationality :** Indian

**Languages Known :** English, Hindi, and Marathi

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Signature

( Pooja .P.Singh )