

# Priyanka Mishra

Mid-level management, HR & Admin, Customer Relationship Management, Client Handling

## CAREER OBJECTIVE & VISION

For me job is my career, so I would love to work in an organization which can exploit my talent to the fullest, provide ample opportunity to sharpen my skills and makes me armored to face all the challenges in the way of career development.

Keep hard working till good becomes better and better becomes best.

## ACADEMIC QUALIFICATION

- Higher Secondary from U.P Board in 1999
- Inter-Mediate from U.P Board in 2001
- Graduation ( B.A) from Lucknow University in 2004
- PG from Kanpur University in 2008
- MBA from Sikkim Manipal University in 2016

## ADDITIONAL QUALIFICATION & PROFICIENCY

- Diploma in CA (Computer Application)
- Experience in Preparing & Analyzing Reporting Data for
- Management accurately & to Time Scale.

## PROFESSIONAL EXPERIENCE & DESCRIPTION

Assistant Manager in Sonata Finance Pvt.Ltd from 2014 to 2017 in Lucknow

- Assist in claims settlement
- Minimize risk of financial loss.
- Review insurance policies
- Manage insurance data for reports
- Managing regional reports
- Managing Goal sheet of department
- Human Resource Coordination
- Staff handling & Senior management coordination

Customer Care Executive in Maruti Suzuki KTL Pvt.Ltd. from 2012 to 2013, Lucknow

- Customer relationship management
- Customer Dispute handling
- Manage large amounts of incoming calls

- Identify and assess customers' needs to achieve satisfaction
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Generate sales leads

## PERSONAL DETAILS

- **Address:** 70/06 Nikunj Madhyam Marg Mansarovar, Jaipur-302020
- **Marital Status:** Married
- **Contact Detail:** +91-9140588757
- **DOB:** 3-Aug-1985

**I hereby declare that all provided information is true to my concern.**

Date

Priyanka Mishra