

Isha Abrol

IshaAbrol@gmail.com, +91-9911060063

Self motivated professional with over 11 years of work experience with mostly renowned Private organizations and clients across the globe.

Dynamic experience in providing various services such as Consultation, Operations and HR activities management, Project Coordination, Proofreading, Data entry, Database management, Fundraising, MIS, Project Management, Research, Analysis, Website page development, Content research and creation, Administrative support, Servicing, Performance Management & Quality Improvement, Premier Client & Corporate Relationship Management (US/ UK/ Australia/ New Zealand/ India etc.) and more.

Work Experience

Total – 11.6 years (7years 6months, fulltime & 4years freelancer)

Freelancer

Duration: October 2014 – Present

Work from home

- ❑ Have worked for various clients in different countries such as India, Europe, Australia, UK & US for a variety of projects.
- ❑ Provided consultation services and handled Operations and HR management, Proofread written materials, provided Virtual assistance, Administrative support, Web research, analysis, Data entry & Database management, Data complication on MS excel and word, MIS, Project Management etc.
- ❑ Some projects and tasks handled so far, includes handling Volunteers, Face Book Sign Ups, Membership and donor's databases. Proof reading written materials, making presentations and drafting emails. Started individual fundraising initiative for an organization.
- ❑ Design complete International Holiday Packages for customers across PAN India and sell them to customers across PAN India.
- ❑ Research and create content regarding company products on the website and publish pages with product information on the company website.
- ❑ Detailed support provided to clients on projects, suggestions made for quality improvement, streamlining and improving processes which have been accepted and implemented by some clients.

Key Accomplishments: Appreciated for providing excellent work, communication, client engagement, timeliness, thorough and detailed support.

New Zealand High Commission , Chanakyapuri, New Delhi

Duration : December 2013 to October 2014

Designation : Immigration Officer

- ❑ Examine, assess and decide applications as per relevant legislation, risk, policy and guidelines.
- ❑ Review documents and conduct verifications and interviews to determine eligibility for granting visa.
- ❑ Manage relationship with clients, advisors and other stakeholders.
- ❑ Manage an operational, visa case loads or administrative workload.

Barclays Bank PLC, Collections Support & Governance Unit, New Delhi

Duration :August 2010 to May 2011

Designation : Associate Manager

- ❑ Drive regular and effective linkage, collaboration and communication with Middle, Senior management, Strategy unit, Operation teams, audit team and other Third party administrators.
- ❑ Analyze and assess consumer risk processes and provide operational support to business unit head by releasing weekly Major Risk Indicators MIS for unit head and regional heads.
- ❑ Manage internal resources and external relationships to accomplish business and client objectives.
- ❑ Handle Project and Process related to compliance to RBI Mandated 100 hours /50 hours DRA training and IIBF certification for field collectors across PAN India by managing vendor.

Key Accomplishments :

- ❑ Acknowledged by Assistant Vice President and Manager for stabilizing and effectively managing project related to DRA Training and Certification with quality and within specified timelines.

Hewitt Associates (India) Pvt Limited, Gurgaon Haryana**Duration: April 2009- May 2010****Designation : Benefits Operations Administrator -HRO**

- ❑ Client Relationship Management- Single point of contact from India between Hewitt Associates & client based in US , Illinois.
- ❑ Analyze, resolve and direct any system issue, error or trends impacting larger population of client with Health and Welfare Plans and Retiree benefits.
- ❑ Manage and train Process Associates and back-ups for various scheduled and adhoc activities or client projects and provide feedbacks.

Key Accomplishments :

- ❑ Winner of Tier 2 Award and ECC (Enthusiastic Client Certificate).
- ❑ Appreciated by Business Operation Manager and India Manager for successfully transitioning up to 90% of client activities to Process Associates India and for quality work, dedication ,sincerity and client focus.

American Express Banking Corp, Gurgaon Haryana**Duration : May 2006 – April 2009****Designation : Senior Analyst – Program Administrator Servicing****Jan, 2008- April, 2009**

- ❑ Manage Key Client Relationships - Managed complete operational requirements and relationship of the Large Market and Middle Market Global Corporate Clients of American Express in India.
- ❑ Possess complete knowledge of entire Card Operations function.
- ❑ Analyze and collate large amounts of data & MIS.
- ❑ Manage all escalations raised by the client with respect to the card product on process, features, policy etc.

Key Accomplishments :

- ❑ Town Hall recognition in Q2'08 by the Country Head for outstanding performance in getting Corporates' PAN numbers updated before the regulatory deadline.

Designation : Analyst - Customer Service Centre**May, 2006- Jan, 2008**

Specialized with Customer Service Centre (CSC) in handling Card members and Merchants of North, West and South India using various CRM tools & techniques.

- ❑ Delivery of Best in Class Customer Service to all High value or Platinum, Brand, Corporate card members and Merchants.
- ❑ Broad Knowledge of entire Credit Card Operations and Merchant business operations.
- ❑ End-to-End Management of the American Express card product.

Key Accomplishments :

- ❑ Certificate received for scoring the highest quality scores in the team for the year 2007.
- ❑ Recognized for consistently delivering excellent customer service and professionalism.
- ❑ Winner of the Quality Contest in Q4'06 and Q2 '07.

Convergys India Pvt Ltd, Gurgaon Haryana**Duration: June 2005-May 2006****Designation : Customer Service Officer**

Specialized in servicing overseas -American (USA) Citibank credit card members.

- ❑ Handle inbound calls from US Citibank credit card holders and resolved all kinds of credit card related queries.
- ❑ Cross-sell various credit card related products.

Key Accomplishments :

- ❑ Recognized for exemplary service and outstanding performance for Oct'2005, Jan'2006.
- ❑ Communication Champion for Q3 (2005) and Q1 (2006).

IT Proficiency

- ❑ Proficient in Microsoft Office applications - Word, Advanced Excel, Power Point, Outlook.
- ❑ Experience working on Customer Relationship Management (CRM) tools like A/R, Globe star, STAR,CAS,WCC, GUI, IBM's Mainframe including ADB2,DB2 tables, Workbench, Maestro, Siebel, Rubix , Lotus Notes etc.
- ❑ Completed online training and certification for basic and advanced level course in social media management via Hootsuite.

Education

- ❑ Executive MBA in General Management from IIM -Lucknow via Virtual Satellite Programme (2011-2012).
- ❑ PGDBM with specialization in Marketing from Symbiosis Centre for Distance Learning, Pune (2008-2010).
- ❑ BA English (Honours) from University Of Delhi (2005) ranked among top 5 in the class of 50.
- ❑ 12th in Science(Non -medical)from A.I.S.S.C.E in 2002.
- ❑ 10th from CBSE in 2000 with 1st Division.
- ❑ Scholarship holder throughout secondary school among 200 students.

Extra Curricular Activities

- ❑ Prizes &certificates received in school and college for academic and co- curricular activities like art, public speaking, singing, dance & athletics.
- ❑ One of Top 25 Winners of collage competition organized by Barclays for Akanksha Foundation (NGO) on Global Culture.

Personal details

Permanent Address : G- 132, Ground Floor, L.I.C. Colony, Jeevan Niketan, Near Meera Bagh, Paschim Vihar, New Delhi -110087.

Contact Number : +91-9911060063

Date Of Birth : 27th September 1983

Email Id : IshaAbrol@gmail.com