



SONIA SANORA CORREA

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Skills

- Training
- Recruitment
- Empathetic
- Communication
- Counseling
- Interpersonal
- Proactive
- Ms. Office
- SharePoint
- Team building
- Diligent
- Decision making

Experience

Chumbak Designs / Retail Trainer

DECEMBER 2018 - MARCH 2019 , BENGALURU, INDIA

- Interacted with retail staff across India
- Prepared checklist and weekly audits to understand product knowledge of the retail staff and ranked them based on scores
- Maintained a detailed database of the audits and submitted it to the managers
- Helped the HR department to review employee performance based on the above.
- Conducted mystery audits to analyze employees brand knowledge and selling skills.
- Conducted induction training for new employees
- Collated data of employee feedback on managements behalf.

NEW TECH / CUSTOMER SERVICE EXECUTIVE

AUGUST 2016 to MAY 2017, MANGALORE, INDIA

- Handling calls business to business transactions
- Follow ups for insurance documents
- Frequently communicating with the companies through emails
- Uploading insurance documents and sending it to branch office
- Handling calls from clients, head office and other departments.

Education

St. Aloysius College, Managlore / M. Sc. Corporate Psychology
2019

(Human Resouce Management & Psychology)

**DR. Nitte Shankara Adyanthaya Menorial First Grade College,
NITTE / B. Com**
2016

(Human Resource Management)

Languages

English - Fluent (Written & Spoken)

Hindi - Fluent (Written & Spoken)

Kannada - Fluent (Written & Spoken)

Personal Details

Date of Birth : 28/05/1995

Marital Status : Single

Nationality : Indian