

Pooja Singal

Objective: To succeed in any environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizations goals

Experience:

- Presently working with ***Adventure Sports Cover 360 (Oct 2018-Till date)***

Job Profile:

- Joined this organization as Senior Executive handling customer care calls, queries of the customers and resolving the issues.
- Was responsible for complete back office operations including client file management, file processing, coordinating with Insurance companies for issuance of insurance policies.
- Profile included managing MIS of all clients and sending them renewal reminders.
- Was ***promoted in October 19 as Manager –Operations and was assigned the task to head all the key functions of the organization.***
- Took complete control of billing and accounting of revenue generation and shared the MIS with the management. Prima focus is to consolidate the clientele base and plan roadmap of incremental increase of revenue from the existing base and new clients.
- Handled the manpower management by projecting manpower requirement in the current fiscal year and by optimizing job responsibilities of current employees.
- To smoothen customer care management assigned dedicated executives to customers so there is complete accountability, transparency and more focus on immediate response for problem solving.
- Started liasoning with Government officials for participation in their legal tenders and ensuring registration, empanelment and correspondence with all government bodies related to our trade.

- Worked with ***Premadhar Research Institute & Hospital (Aug 2017-Ap 2018)***

Job Profile:

- Joined this organization as Manager (Administration)
- Was responsible for complete back office operations of HO and allied branches.
- KRA included managing MIS of all key functions of the hospital and branches.
- Managed billing and accounting of revenue generated and shared the MIS with the management. This included stock inventory also.
- Handled the manpower by delegating the job responsibilities in such a way that patients do not feel inconveniency in any department.
- Was responsible for customer care also to effectively handle customer queries and complaints.

- Liaisoned with Government officials regarding registration, empanelment, correspondence and distribution of Govt health schemes to the patients.
- Worked with ***Shemrock Fort (Play School) (July 2007–May 2011)***

Job Profile:

- Joined this school as teacher.
- Assist students in developing self-esteem and confidence
- Ensure classroom management at all times
- Liaise with parents to provide feedback and discuss concerns
- Encourage students' positive self-image and creative expression
- Planning the day as per monthly concept and following Activity Based Learning ABL with new activities in a play way method
- Was responsible for overall development of child - Curriculum concepts, Extracurricular Activities i.e. music and dance, art & craft, stage exposure, peer group etc.
- In depth knowledge of assessing developmental needs of students and working towards fulfilling them suitably.

As a Centre In charge

- Highly experienced in developing and implementing programs that assist in early childhood development
- Hands on experience in implementing early age curriculum in accordance to school directives and guidelines
- Admission/ Counseling of parents
- Transport

- Worked with ***The Heritage School (Mar 2005-June 2007)***

Job Profile:

- Joined as IT Coordinator under SIS super Infosoft Systems.
- Stationed at The Heritage School, was responsible for CAL Computer Aided Learning for all classes up to class 7.
- As per new concepts and curriculum being added, new chapters were added through multimedia learning for students.
- Also took Computer and English classes up to class 4.

SPECIALSKILLS

- Strong organizational skills.
- ***Excellent interpersonal and communication skills.***
- ***Proven ability to teach all children with dignity and respect***
- ***Profound ability to build interpersonal relationships.***
- ***Adaptability in all environment be it Corporate or Education.***
- Deep analytical skills.

- ***To enhance and sharpen skills attended a crash course from NIS (National Institute of Sales) on effective selling.***(Courtsey- 7 Habits of highly effective people, First things First, The 8th Habit.....Stephen Covey)

Qualifications:

- BA English Hons– Dayalbagh Educational Institute, Agra
- Hons Diploma in Network Centered Computing – NIIT South Extension Delhi
- Schooling - Laxman Public School, Hauz Khas , Delhi

Personal Information

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References : Available on request

I hereby declare all information is authentic to the best of my knowledge.

Pooja Singal