



CONTACT ME

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PROFILE

Ambitious and energetic Customer Service Professional experienced with over 7+ years of dynamic work experience in the areas of Immigration, Client Dealing, Escalations, Operations. A talented and dedicated professional committed to producing exceptional results every day by handling complex cases effectively in timed environment and possessing confidence to work as a part of team or independently in addition to team management role.

CORE COMPETENCIES

- Positive approach towards work, determined
- Working under pressure
- Punctual towards work
- Problem solving skills
- Creative and innovative bent of mind
- Quick learner and an avid for learning

PROFESIONAL CONTOUR

Abhinav Immigration Services Pvt. Ltd.

Feb 2022- Till Date

- *Senior process executive (visa operations department)*

Job Duties:

- Handling immigration and Short-Term Visa applications on an individual and senior level
- Preparation of covering letter / support letter / invitation letter for the visa application
- Maintaining day to day inventory
- Working on ZOHO work drive to update the regular status of clients
- Working on CRM regularly for all updates related to cases
- Maintaining strong working relationships with all clients and colleagues
- Overseeing the completion of all relevant visa and immigration documents and ensure that they are received within the time limit set by the government
- Coordinate and track all immigration activities end to end process
- Attend face to face meetings with client, resolved their queries regarding visa documentation requirements
- Checklist to be maintained in the centralized server with the version control document and should be reviewed every month or as and when there are changes to the process
- Validation of the visa applications and supporting documents for 100% accuracy and is in adherence to the Consulate / Embassy requirements

Countries & Visa categories Handled-

- Canada PR, Canada tourist visa, Canada open work permit, Australia Tourist visa, UK tourist visa, USA B1B2 visa, Schengen tourist & business visa.
- Recently started handling Australia immigration process as well

Province immigration services.

Aug 2021- Jan 2022

- *Senior immigration consultant (Sales department)*

Beyond infinity immigration.

Nov 2019- Aug 2021

EDUCATION

- **BA (Programmer)-** University of Delhi, Delhi

- *Team lead (Dec 2020- Aug 2021) (Sales department)*
- *Senior immigration consultant (Nov 2019- Dec 2020) (Sales department)*

CN immigration services Pvt. Ltd. Sep 2017- Nov 2019

- *Client relationship Manager (Sales department)*

Job Duties:

- Keep up-to-date with alterations to immigration laws.
- Meeting with prospective and extant clients to gauge which services they require.
- Assist and guide customers in completing immigration / settlement application
- Maintained relationship with upcoming and existing clients via emails or telephone calls.
- Guide clients a better and more appropriate way about immigration process & overseas opportunities.
- Review sales performance, aiming to meet and exceed targets.
- Provide proper counsel to walk-ins regarding the immigration process.
- Trained and guided team members to maintain high productivity and performance metrics
- Boosted team member productivity by enhancing performance monitoring and instituting motivational approaches
- Trained new employees in specific job requirements

Additional KRA's-

- Working Partially with CRM team, handled escalation
- Analyze the escalated client's whole application and give them resolution accordingly.
- Prepare brief case history of escalated client application
- If needed connect with client over call explain regarding terms & condition of their signed agreement, deny refund accordingly