

BHUMIKA SINGH

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PROFILE

As a Visa counselor and former customer service executive, with a focus on facilitating smooth and successful visa applications for individuals seeking to study in the United Kingdom and Canada. With an in-depth understanding of the intricacies of visa regulations and procedures in both countries, I offer tailored guidance and support to applicants, ensuring compliance with all requirements and maximizing their chances of approval. Skilled in providing comprehensive advice on visa categories, document preparation and interview readiness. A proven ability to connect with customers, identify sales opportunities, and exceed business needs. I am committed to delivering exceptional service and helping clients achieve their international travel and career goals.

EDUCATION

D.A.V 10 College, Chandigarh

July 2020 - June 2023

B.A (Hons)

- Major in Economics

SKILLS

- Multitasking, Self-Motivated, Decision-making, Analytical Thinking, Problem Solving, Team Collaboration, Communication, Adaptability, Patience, Teamwork, Customer focus, Time Management, Technical Troubleshooting, Sales, Up-sell and Cross-Sell, Retention.
- Documentation Management, Application Assistance, Interview Preparation, Expertise in Visa Regulations, Computer Proficiency, Customer Relation Management (CRM), Country Knowledge, Time management.

PROFESSIONAL EXPERIENCE

R.K. Studies and Consultants

October 2023 - Present

Visa Counselor & Interviewer (Canada & UK)

- Achieved a consistently high approval rate for UK and Canada visa applications by providing thorough guidance, ensuring all documentation requirements are met, and preparing clients for interviews.
- Received positive feedback from satisfied clients, commending the quality of service, professionalism, and successful outcomes of their UK and Canada visa applications.
- Also working with Australia Visa team and helped with the student's documentation and interviews.
- Worked for the NEW Zealand Student Visa also and gained achievement in it.

Teleperformance, Mohali, Punjab

October 2022 - October 2023

Customer Service Representative

- Received commendations from customers for outstanding service and problem resolution skills.
- Managed an average of 35 calls daily, achieving a remarkable customer satisfaction rating of 95%.
- Reduced average response time to customer inquiries by 30%, improving overall customer experience.

- Introduced a customer feedback mechanism, leading to actionable insights and improvements in products/services, as evidenced by a 20% decrease in customer complaints over 3 months.

CERTIFICATION

NCC 'A' certificate

April 2018 - 2019

(Cadet)

- Active participation in social awareness initiatives, environmental issues, disaster relief, adventure and sports activities and other nation building efforts.
- To develop qualities of Character, Courage, Comradeship, Discipline, Leadership.

ACHIEVEMENTS

- Honored with the GE Award, this recognition typically involves highlighting specific accomplishments and attributes. Recognizes outstanding performance and achievements within Teleperformance, possibly on a global scale.
- Acknowledged for Exceptional Achievement in achieving a high FCR(First Call Resolution) rate is typically a key performance metric for customer service representatives and teams. It indicates efficiency and effectiveness in handling customer concerns promptly and satisfactorily, which is important for customer satisfaction and retention.

ADDITIONAL INFORMATION

Languages - English; Hindi, Punjabi

INTERESTS

Makeup, Dance, and Content Writing.