

SNEHA BHAMRA RESUME

PROFILE SUMMARY

Talented, reliable and motivated professional International student delivering results in multiple industries exclusively offering customer (service) focus, office administration and “project delivery” skills through an impressive career spanning more than five mature years. A solid reputation for undertaking assignments with strict timeframes and requirements, whilst breaking down complicated tasks to basic elements, ensuring a smooth operation. I am confident working independently or as an active team member. Dedicated and focused individual who excels at prioritising workloads, completing multiple tasks simultaneously and following through to achieve operational deliverables focusing on business’s goals and vision.

SKILLS AND ABILITIES

- A well-presented, articulate and confident individual with over five years of experience with a proven ability to deliver successful outcomes in a variety of industries.
- Service orientated professional who is confident when handling technical or non-technical enquiries
- Cultivated knowledge of foreign affairs and the global economy, Plus passionate about human rights and social entrepreneurship
- Have an outgoing personality, excellent interpersonal skills and the ability to work in a multi-national team environment with confidence and minimal supervision.
- Comfortable working in a fast paced environment and able to build and maintains good business relationships with stakeholders and customers.
- Possess a high level of professionalism, and integrity.
- Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks.
- Well spoken, approachable, with great attention to detail & a professional attitude.
- Understanding operational process/protocols/procedures in the workplace and minimizing outcomes for a productive environment towards business and personal goals.
- Developed a deep technical ability using a variety of ICT tools and core business applications.
- Multilingual in the following languages, English, Hindi and Punjabi, currently learning Korean.

EDUCATION

Bachelor of International & Global Studies. University of Sydney	Graduated 2020
Faculty of Law - Exchange Program. Kyoto University. Japan	Mar. - Sept. 2018
Higher Education. Mitchell High School. Sydney	Graduated 2015

CAREER SNAPSHOT

Complex Insurance Specialist. QBE Insurance. Sydney	2020 - Current
Insurance Sales Specialist. QBE Insurance. Sydney	2019 - 2020
Sales & Customer Service Executive. WOBI. Sydney	2019 - 2020
NFP Justice Internship. Justice Action. Sydney	2018 - 2019
Retail Assistant. Myer. Sydney	2017 - 2018
Cashier & Customer Service. Lancaster St Fresh Fruit Market. Sydney	2016 - 2017
Sandwich Artist. Subway Sydney	2015 - 2016
Legal Administrator. DLA Piper. Sydney	2014 - 2015

CAREER EXPERIENCE

COMPLEX INSURANCE SPECIALIST QBE INSURANCE. SYDNEY.	JUN. 2019 - CURRENT (2020)
<ul style="list-style-type: none">• Supported, developed and mentored staff members.• Resolved complex insurance issues, concerns and questions from multiple stakeholders (internal business units and customers)• Provided feedback and advice to various business units• Completing reactive and proactive tasks on a daily basis with limited time / short turnaround.	

- Engaged with senior business management, including operations manager and senior underwriters to create solutions for insurance related processes / procedures
- Developed corporate reports associated with SLA and KPIs.

INSURANCE SALES SPECIALIST | QBE INSURANCE. SYDNEY.

JAN. 2019 - JUN. 2020

- Handled and managed all inbound calls and emails relating to general sales
- Communicated clearly and concise insurance policy packaging information to all customers.
- Providing general advice on all QBE Insurance products.
- Identified business opportunities to up-sell products to prospects and customers
- Liaising with stakeholders and other consultants
- Engaged with cross functional departments to implement solutions for policy issues and discrepancies.

SALES & CUSTOMER SERVICE EXECUTIVE | WOBI AUSTRALIA. SYDNEY.

OCT. 2019 - MAR. 2020

- Well-developed interpersonal skills, effective with customer calls to achieve effective timely outcomes.
- Created and maintained business procedures for successful operations.
- Handled customer enquiries, including lodging and resolving disputes,
- Successfully assisted stakeholders and business to business sales with product selections and range.
- Take pride in quality workmanship / achieve production driven, time management and organised outcomes.
- Competent in contemporary computer technology, including corporate applications & various systems.
- Provided recommendations to management for process improvement.

NOT FOR PROFIT JUSTICE INTERNSHIP | JUSTICE ACTION. SYDNEY.

OCT. 2018 - FEB. 2019

- Performed outbound calls to secure funding for the Just Us Newspaper initiative
- Answered phone calls and emails from potential and existing clients, plus other admin tasks.
- Draft policy proposals and organization initiatives for operational focus.
- Managed client database to ensure timely completion of assigned activities.
- Conducted national prisons and mental health institutions research and analysis.
- Connected and liaised with key industry corporations to secure funding and partnerships.
- Drafted and finalized key papers and documentation.

RETAIL ASSISTANT | MYER. SYDNEY.

SEPT. 2017 - SEPT. 2018

- Successfully assisted customers with product selections and purchases.
- Maintained current sales / promotions, payment & exchange knowledge.
- Managed purchases; received and process cash and credit card payments.
- Reviewed pricings and processed items sold by scanning barcodes.
- Consistently meeting strict legal standards of identification.
- Provided recommendations to management for sales and service process improvement.
- Responsible dealing with customer complaints.
- Involved in stock control & management.

CASHIER - CUSTOMER SERVICE | LANCASTER ST FRESH FRUIT MARKET. SYDNEY

JUL. 2016 - SEPT. 2017

- Provided client and customer service, sales and support.
- Oversee opening and closing duties of the fruit market are completed successfully.
- Cleanliness and maintenance are maintained for customers/staff & vendors.
- Maintained strong vendor relationships.
- Stock taking and ordering - directly dealing with suppliers.
- Balanced all financials – daily deposits & correct operations of POS systems.
- Work closely with management to provide a seamless experience.
- Implemented stricter inventory control initiatives and reduced overall waste.

SANDWICH ARTIST | SUBWAY SYDNEY
LEGAL ADMINISTRATOR | DLA PIPER. SYDNEY

NOV.2015 - APR. 2016
DEC. 2014 - JAN. 2015

- Role responsibilities including achievements can be advised when requested for these above roles.

VOLUNTEERING

Student Mentor at the University of Sydney, mentoring and supporting new students, transitioning from high school, and how to have a meaningful and fruitful experience at university. In addition I have volunteered at university campus events.

In previous years I have showcased my focus at various high school competitions, including debating, Mock Trial and Tournament of the Minds, receiving honors for the latter in 2013.

Recently I was selected to participate in the inaugural INCiTE Social Innovation and Entrepreneurship Program in Suzhou, China.

BUSINESS PORTFOLIO



REFERENCES

Available by request. Please don't hesitate to contact me to forward details
