

# RAHEELA

#36 Nehrupuram Haines road Cross

Shivaji Nagar

Bengaluru – 560051

**Mobile No:** +91 95380 33838 / +966 594903665

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## Career objectives

Looking for a challenging role in a reputable organization to utilize my management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the marketing industry.

## Work Experience:

### GO DIGIT GENERAL INSURANCE PVT LIMITED

Working as a Customer support executive (Agent)

**Designation:** Customer support

**Duration:** Oct 2019 – Sep 2022

- ☒ Handled all customer relations issues in a gracious manner in accordance with company policy. Analyzed new or renewal policies against the binder and the expired policy.
- ☒ Handled phone and email enquiries from customers, identified and prepared premium finance quotes and sent renewal quotes to clients
- ☒ Provided additional support to all departments including responding to customer enquiries, check processing and other various tasks
- ☒ Taking request to prepare the endorsements
- ☒ Maintaining quality controls, checks work for accuracy
- ☒ Providing approval for the new insurance request

### GRASSROOTS BPO PVT LTD

Worked as a Student Councilor (Helpdesk)

**Designation:** Student Councilor

**Duration:** April 2018 – May 2019

- ☒ Handled 50+ customer interaction per day, giving detailed, personalized, friendly and polite service to ensure customer retention and satisfaction
- ☒ Escalating customer calls to my supervisor, if needed.

## **VFS GLOBAL**

Worked as a Branch officer in VFS Global.

**Designation:** Branch Officer

**Duration:** March 2016 – October 2017

### **Role and responsibilities**

- ⊠ Providing Details for schengen countries
- ⊠ Providing enquiries regarding visa duration
- ⊠ Verifying the documents with hub team and sharing the reports
- ⊠ Collecting and identifying applicant's documents and entering in system
- ⊠ Clarifying doubts and information with the consulate team
- ⊠ Handling team and providing them training on the process
- ⊠ Generating reports and sharing to the management

### **Education Qualification:**

B. Com from Hasanath Degree College for Women

Completed PUC from Smt. Kamala Bai pre–University

College

**Activities:** Worked as a promoter for frankfin institute, and Member of NSS

### **Skills:**

- Microsoft Office (MS-Excel, MS-Word and MS-Power point)
- Knowledge in MS Excel, Word and PowerPoint
- Operating System: Windows family
- Extensive knowledge of travelling and paper documentation, Passport and visa management process
- Ability to multi-tasking, planning, organizes work, team support, ad-hoc responsibilities in a timely and professional manner.

## **Personal Strength:**

- Quick learner & eager to learn things
- Good Communication skills and good listener
- Assertive in Nature
- Leadership quality

## **Personal Memorandum:**

**Name:** RAHEELA  
**W/O:** AQIB PASHA  
**DOB:** 29/07/1991  
**Gender:** FEMALE  
**Marital Status:** MARRIED  
**Passport:**  
Y2245771  
**Nationality:** INDIAN

## **Language:**

- English
- Hindi
- Urdu

## **Declaration:**

I hereby declare that all the above information is valid and true to the best of my knowledge

Place: Bangalore

**RAHEELA**