

RAHEELA

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Shivaji Nagar

Bengaluru – 560051

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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