**Anusha**

**PROFILE SUMMARY:**

Ability to learn and adapt new technologies required in work environment.

Good Knowledge of training, conducted several cultural and educational trainings.

**WORK EXPERIENCE:**

1. Working with India Assistance (A Mapfre Company) as a Team Leader from March 2015 till date.

**Work Profile:**

* Managing a team of 20 Agents
* To manage the day to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards
* Participate in team initiatives and actively contribute to team success
* Contribute toward process improvements
* Training new joiners and handling the on boarding process
* Conducting Briefings and co-coordinating the team work

2. Worked with **Toppr.com,** as a Team Leader from Jan 2014 till Feb 2015.

**Work Profile:**

* Managing a team of 20 Agents
* Ensure Sales target is achieved
* Managing day to day performance of team members.
* Training new joiners and handling the on boarding process
* Conducting Briefings and co-coordinating the team work

3. Worked with Eidon Indiaas Assistant Manager from June 2011 till Jan 2014.

**Work Profile:**

* Managing a team of 20 Coordinators
* Managing day to day performance of team members.
* Conducting Briefings and co-coordinating the team work
* Ensuring Team Performance.

**EDUCATIONAL QUALIFICATION:**

* **Bachelor Degree in Commerce** (Graduate) in March 2010, Tolani College of Commerce from Mumbai University.
* **Higher Secondary Certificate** in March 2007, SR College
* **Secondary School Certificate** in March 2005, Canossa Convent High School.

**ADDITIONAL** **QUALIFICATION:**

Having complete knowledge of MS-Office, Microsoft Word, Microsoft Excel, Power Point, Tally.

**PERSONAL:**

DATE OF BIRTH **:** 15 May 1990.

MARITAL STATUS **:** Single

NATIONALITY **:** Indian

LANGUAGES KNOWN **:** English, Hindi, Marathi and Tulu

**HOBBIES & OTHER ACTIVITIES:**

* Travelling
* Self Learning
* Dancing
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