[Download the original attachment](https://mail-attachment.googleusercontent.com/attachment/?view=att&th=13c8ee380f89b410&attid=0.1&disp=attd&realattid=d5fa810c990ee79a_0.1&saduie=AG9B_P9ZQxsDzt5PlmBM3ClQVV37&zw)

****

**Mrs. Vishaka**

[**Vishaka.365393@2freemail.com**](mailto:Vishaka.365393@2freemail.com)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |
| --- |
| **CAREER OBJECTIVE** |

**Looking forward for a challenging career in an organization where there is an ample scope of learning and that gives me scope to apply my knowledge, assume responsibility and Strive for collective growth and development of organization.**

|  |
| --- |
| **Work experience in U.A.E** |

* **1. Worked as Customer Support Executive cum Document Controller for Gargash Insurance Services LLC from March 2014 To March** **2015.**

**Job Responsibilities**

* Effective handling of customer queries & responding to them in timely & accurate manner.
* Follow up with insurance companies for policy documents for Non motor and Medical Insurance.
* Follow up with customers for documents for renewals, recommendations & premium settlement.
* Maintaining database for the follow up of policy documents.
* Preparing renewal quotations for existing client.
* Liaising with Insurance Companies for reimbursement Claims for Motor, & Workmen Compensation Insurance policies

**2. Worked as receptionist cum Insurance co-ordinator for Flexible Commercial Brokers LLC.from December 2010 To November 2013.**

**Job Responsibilities:**

* Managing general insurance products viz.  Motor, Home, Medical, Travel, Marine Insurance products.
* Getting insurance quotations on new enquiries for client after requirements.identifying their
* Effective handling of customer queries & responding to them in timely & accurate manner.
* Handling & resolving customer complaints , Co-ordinate with various insurance companies & invite quotations.
* Preparing renewal quotations for existing clients & implementing changes if any
* Updating additions & deletions for Group Medical Insurance policies from the respective Insurance Company Follow up with insurance companies for quotations.
* Liaising with Insurance Companies for reimbursement Claims for Motor, & Workmen Compensation Insurance policies.
* , policies & further endorsements.
* Follow up with customers for documents for renewals, recommendations & premium settlement.
* Managing payments & payment entries for entire office.
* Managing receipts for insurance premium & deposition of the same.
* Issuing of debit notes & credit notes for Insurance policies & claims which is dispatching to the respective clients in timely & accurate manner.

1. **Worked as Tele Sales & Customer support Executive with Meridian Solutions Inc, UAE**

**October 2009 to October 2010**

**Job Responsibilities:**

* Sales lead generation
* Making Fresh calls to customers for getting appointments for Business Development Executives
* Promote the services of the company through Tele/E-mail Marketing
* Follow up clients for Projects / Payments
* Document Records Keeping
* Maintain Prospect / Client Databases

**Work Experience in India**

**1.Worked as Office Incharge for Professional Courier in Porvorim Goa - India from**

**Dec 2006 to January 2007**

**Job Responsibilities:**

* Handling  customer’s enquiries
* Answering  inbound customers’ phone calls
* Attending query mails and taking action against them
* Follow up customer’s complaints
* Responsible for general administration and Perform all duties as required or assigned in professional, effective and confidential manner.

**2. Worked as Primary teacher for Primrose Primary School – Goa India from January 2007 to March 2009**

**Job Responsibilities:**

* Teaching all the subjects upto fourth standard.

|  |
| --- |
| **EDUCATIONAL QUALIFICATION** |

* **Diploma in Education from Rashmi Institute Pune India with First class.**
* **H.S.S.C.E. FROM Govt. Higher Secondary School Goa India with Second Class.**
* **S.S.C.E FROM St. Aloysius High School Goa India with second class.**

|  |
| --- |
| **ADDITIONAL QUALIFICATION** |

* **Diploma in Computer programming and Applications**
* **Diploma in Typewriting**

|  |
| --- |
| **PERSONAL TRAITS** |

* **Ability to work in-group as well as independently with minimal supervision.**
* **Ability to work hard and to complete the responsibilities in time.**
* **Ability to work well under extreme pressure and ability to learn new tools quickly.**
* **Excellent in Computer Operating System, MS Office Package and Interne Functions.**
* **Good interpersonal and communication skills.**

|  |
| --- |
| **PERSONAL DETAILS** |

* **Age    : 36Years**
* **Date of Birth : 19th October 1980**
* **Citizenship : Indian**
* **Status             : Married**
* **Visa Status  : Residence**

**I hereby certify that the above mentioned information is true and correct to the best of my knowledge and expertise.**

**(Vishaka**