

Resume

Swati Sugandhi

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Objective

Aim to achieve a challenging position in business operation support that promotes my professional growth and to contribute and enhance the company integrity, Security and productivity.

SENIOR OPERATION EXECUTIVE

- Develop and implement business strategy, and influence change through effective relationship management across a wide network of partners
- Ensure the service provider owns and provides timely reports on monthly performance
- Provide support/assistance to other team members
- Co-ordination with Insurance Company and PAN India Toyota Dealership.
- Business Operation Support
- Handling IT Support/Customer Query through Mails/calls.
- Retail Car Insurance Support.

Work Experience

Presently working in **Toyota Tsusho Insurance Broker of India Pvt LTD** as a Senior Executive (**Business Operation**). I have total 5 years' experience Operation Dept.

Role and Responsibility: Business Operation Support (Motor Insurance)

- ✓ Co-coordinating with all India Toyota dealership and Insurance Company resolve the operational issue through an email and calls.
- ✓ Resolve problems and assisted customers by handling motor insurance.
- ✓ Dealing all Operational Issue.

Worked in **Internet Global Solutions** as a Digital Officer in Axis Bank (Digital Circle) as a General Insurance Process.

Roles and Responsibilities

- ✓ Responsible for outbound marketing calls and scouts for new leads And referrals to generate business.
- ✓ Responsible for sales of third-party products (Life Insurance - LI, General Insurance.
- ✓ Responsible for lead generation for Current Account and Savings Account –
- ✓ CASA to new customers and deepening of account balances for existing.

EDUCATIONAL QUALIFICATION

Degree	University/ Board	Institution	Aggregate
B.E(Computer Science)	RGPV	Shiv Kumar Institute of Science and Technology,Indore	76%
H.S.C	M.P BOARD	Govt.School of Excellence	78%
S.S.C	M.P BOARD	Govt.School of Excellence	76%

KEY Skills: Operation Support Handling, IT Query, Customer Query, MS- Excel.
CERTIFICATION: NATIONAL INSURANCE BROKER EXAM QUALIFIED.

Project Experience

Project: CRM (Customer Relationship Management)

Purpose of this Project is to manage the relationship between the customers. In

Personal Details

Father's Name: Mr. Satish Sugandhi

Mother's Name: Mrs .Kalpana Sugandhi

Date of Birth: 08 April 1990

Hobbies: Reading Books, Playing Games

Strengths: Amicable, Enthusiastic, Adaptability, Cooperativeness

Address: 23,laad Gali Dhar(M.P)

DECLARATION

I hereby declared all the information is truly based on my knowledge and pertaining to changes in future.

DATE:

SWATI SUGANDHI.