

## **Urmila Sakpal.**

Ramabai Purushottam House,  
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### **CAREER OBJECTIVE**

- To obtain a challenging job that will utilize my skills and qualities to the maximum potential and provide me with the opportunity for a fast- paced career.

### **PERSONAL PROFILE**

Date of birth : 10<sup>th</sup> May, 1986  
Marital Status : Unmarried  
Gender : Female  
Nationality : Indian  
Caste : Hindu – Maratha  
Marital Status : Single  
Strengths : Quick learner, Flexible  
Languages known : English, Marathi, Hindi & Gujarati  
Interest : Reading & Listening Music  
Notice period : 15 Days  
Passport No. : U4644591  
Expiry Date : 02/03/2030

### **ACADEMIC QUALIFICATION**

Course	Year Of Passing	Board/ University	Specialization
SSC	2001	Mumbai Board	-----
HSC	2003	Mumbai Board	Commerce
Advance Certification in Business Administration	2023	IIBMS	Business Administration

### **ADDITIONAL QUALIFICATION**

- Diploma in Office Automation & Graphics ( Adobe Photoshop 8, Corel Draw 10, Adobe Page Maker 7 With Internet Knowledge ) from "**Kirti Computer Institute**" at "**Prabhadevi**"

### **COMPUTER KNOWLEDGE**

- MS –Office, Tally 6.3 & 7.2
- Operating System Windows 98, XP, Windows 7 & 8, 8.1, 10, 11

## **ORGANISATIONAL EXPERIENCE**

1.      **Company**            :      **M/S. Good Faith Insurance Broker Pvt. Ltd.**  
         **Designation**    :      **Admin Cum Office Executive**  
         **Division**        :      **Administration / Operations**  
         **Duration**        :      **Jan 2008 to till date**

### **Responsibilities In Administration**

- Manage office supplies and equipment, including ordering and restocking.
- Maintaining leave records of employees & Attendance Management.
- Handling joining formalities of new employees.
- Maintaining AMC & Providing support to IT team for back up of data.
- Greeting visitors, guest & clients and arranging meetings of directors.
- Arranging visiting cards & email id for Directors & Managers.
- Preparing of paperwork for visa requirements & visa application and collection.
- Letter drafting, scanning, photo copying, maintaining filing systems. Preparing, organizing and storing information in paper and digital form.
- Respond to and manage all incoming and outgoing communication, including emails, phone calls, and letters.
- Plan and coordinated events, meetings, and conferences.
- Trained and supervised employees on office policies and procedures.
- Managed data and correspondence to secure information across complex landscapes of organizational departments.
- Provided exceptional customer service by promptly addressing inquiries from clients, vendors, or internal staff members via phone or email correspondence.

### **Responsibilities In Back Office Executive / Operations**

- Generating renewal notices for expiring policies & dispatching by mail & courier to clients. Also arranging payment links & NEFT details for clients to renew policies.
- Handling requests received through emails, phone calls for issuance of quotes, calculations & policy or endorsement issuance.
- Following up for the payments once accepted, co-ordination and follow up with underwriters for deviation cases, competitive pricing, policy terms and covers.
- Issuing travel, health, marine specific, marine certificate & workmen's compensation policies through online system & coordinating with insurance companies for open policies issuance & endorsements if any corrections.
- Maintaining soft copies of all the quotations issued to clients, policy back papers etc. and maintaining files with hardcopies if required.
- Handling client's queries related to online payments, certificates, policy booking & dispatch, mid-term endorsements etc. and providing them best possible solution within communicated timelines.
- Following up for outstanding commission & monthly brokerage statement from various Insurance Co.
- Contributed to a positive work environment by offering friendly assistance to colleagues when needed, promoting teamwork within the office setting. Created, prepared, and delivered reports to various departments.
- Managed files and records for clients and adhered to safety procedures to prevent breaches and data misuse.
- Increased customer service success rates by quickly resolving issues.

2.      **Company**                :      **Mrs. Kulkarni Vadhu – Var Suchak Kendra (Pavitravivah.com)**  
         **Designation**        :      **Office Assistant**  
         **Division**             :      **Admin Work**  
         **Duration**            :      **Sept 06 To Oct 2007**
3.      **Company**                :      **Hungama.Com**  
         **Designation**        :      **Graphic Designer**  
         **Division**             :      **Graphic Work**  
         **Duration**            :      **Apr 06 To Aug 2006**

Place    : Mumbai

Date     :   /   /

Urmila V. Sakpal.