



ABHIRAMI B

Date of birth: 14/10/1998 | **Nationality:** Indian | **Gender:** Female **Phone number:**
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● ABOUT ME

I am a dedicated professional with a strong educational background in business management and experience as a Customer Relationship Executive. I have a proven track record of building and maintaining effective client relationships, efficiently managing customer needs, and resolving issues. My strengths include strong analytical, problem-solving, and communication skills. I am committed to leveraging my expertise to contribute to the success of a forward-thinking organization.

● WORK EXPERIENCE

27/02/2024 - CURRENT Ernakulam, India
CUSTOMER RELATIONSHIP EXECUTIVE. **UGI**

- University Coordination: Acted as liaison between university and students, resolving issues and facilitating communication.
- Student Administration: Managed student fee collection and registration processes
- Sales Support: Collaborated with sales team to drive revenue growth within existing client base.
- Client Relationship Management: Built and maintained strong client relationships, facilitating upselling opportunities

02/11/2022 - 19/08/2023 Alappuzha, India
SBI LIFEINSURANCE Development manager

- Receive and review insurance applications
- Client Support: Providing comprehensive customer service and support throughout the insurance policy issuance.
- Recruitment and Onboarding: Leading the recruitment efforts for insurance agents, conducting interviews etc.

02/07/2022 - 10/10/2022 Ernakulam, India
VJ PROCESSING process associate

- Preparing and updating property listings. Coordinating and scheduling appointments, showings, inspection and closings with clients, agents, vendors.
- Maintaining accurate and updated records of all transactions, contracts documents and correspondence in the database and filing systems.

● EDUCATION AND TRAINING

24/09/2020 - 06/06/2022 Alappuzha, India
KERALA UNIVERSITY Masters of Business Administration

Website <https://www.keralauniversity.ac.in/home>

10/11/2016 - 10/09/2019 Alappuzha, India

Bachelor of commerce MG university

Field of study Computer Applications

Website <https://www.mgu.ac.in/>

06/03/2014 - 10/11/2016 Alappuzha, India

SENIOR SECONDARY SCHOOL St. joseph girl's high school

Field of study Computer Commerce

06/03/2013 - 10/11/2014 Alappuzha, India

SECONDARY SCHOOL SNMHSS

DIGITAL SKILLS

- MS Excel
- MS Office
- MS word
- Tally ERP

LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s): **ENGLISH**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH C1		C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

HONOURS AND AWARDS

Certificate Effective communication management – Indian institute of technology bangalore.

Computer networking and assembling course certificate from IMT Punnara

Certificate of completion in Advanced Excel MOS

Certification in Advanced Excel