



ABHIRAMI B

Date of birth: 14/10/1998 | **Nationality:** Indian | **Gender:** Female | **Phone number:** (+91) 7736513666 (Mobile) | **Email address:** abhiramib286@gmail.com

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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.

02/03/2020 - 1/06/2022 Ernakulam, India
HIVECREW ERNAKULAM

- Managing the recruitment and selection process to ensure we attract and hire qualified candidates.
- Conducting employee onboarding and facilitating new hire orientations.
- Assisting in the development and implementation of HR policies and procedures.

- Maintaining employee records and ensuring compliance with legal requirements.
- Coordinating training and development programs to enhance employee skills and career growth.
- Assisting in performance management processes and providing support during performance reviews.

● EDUCATION AND TRAINING

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 S N M H S S

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 in Consumer Buyer Behavior

Certification in Advanced Excel.