|  |
| --- |
|  **Isha Malhotra** |
| **Certified Pro Trader**+91 8376819919 ishamalhotra0506@gmail.com |

|  |
| --- |
| **PROFESSIONAL SYNOPSIS** |
|  |

* Worked as Inbound Executive for Term Insurance with PolicyBazar.com
* Expertise in handling customer queries and managing timely responses for the same.
* Recently certified as Pro Trader, from ICFM.
* Possess knowledge of Financial investment products like Insurance, Stocks, Mutual Funds, Futures and Options.
* Possess good analytical and control for ensuring work allocated is done within time and required quality.
* Good understanding in Sales & Marketing, Customer Service concepts.

|  |
| --- |
| **AREAS OF EXPERTISE** |
|  |

***Business Operation and Process documentation***

* Expertise in Admin related work operation.
* Good experience in processing customer documentation for supporting business operation.
* Handling Dealers and customer queries.
* Helping mobile dealers to increase its business.
* Marketing of products to business customers and increase the sales.
* Provide On call supports to mobile dealers to resolve the business-related issues.
* Scanning the documents of end customers on behalf of mobile dealers.
* Coordination with other departments for supporting internal office operation.

|  |
| --- |
|  **EXPERIENCE SUMMARY** |
|  |

* Worked as Sales Executive with Home Credit in between March,2018 to April, 2020
* Worked as an Admin Executive with Buymyjwels.com in between Oct,2016 to Feb, 2018
* Worked as an Executive Operation with PolicyBazaar.com in between Sep,2012 to April, 2013
* Worked as an Executive with Jai Travels at Gurgaon Location in between Feb,2012 to Aug, 2012

|  |
| --- |
| **CERTIFICATION AND TRAINING** |
|  |

* Pro-Trader

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

* B.Com from Maharishi Dayanand University, Rohtak in 2003.

|  |
| --- |
| **PROJECTS SUMMARY** |
|  |

**PROJECT-4**

Company : Home Credit

Role : Sales Executive

Duration : March 2018 to April, 2020

**COMPANY DESCRIPTION**

We offer our customers point-of-sale (POS) loans, cash loans and revolving loan products through our online and physical distribution network. Customers typically start with our point-of-sale financing in stores. Reliable customers can then adopt broader consumer credit products and ultimately we progress to providing fully fledged branch-based consumer lending.

**RESPONSIBILITIES:**

Role played is of Sales Executive, responsible for selling of products, which includes-

* Calling to mobile dealers for marketing of new offers and schemes to sales the products.
* Handling the sales calls for all over India and generating the leads.
* Scanning the customer documents in backend and inform to dealer if any document is missing.
* Coordination to other departments for maintaining the customer details.
* Coordinate to dealers and helping them to avail an offers and schemes.
* Helping dealers to increase the business by using various options.
* Coordinate with DSM (District Sales Manager) regarding how to deal with dealers.
* Coordinate with SA (Sales Associates) regarding how to deal with end customer.

**PROJECT-3**

Company : Buymyjwel.com

Role : Admin Executive

Duration : Oct 2016 to Feb, 2018

**COMPANY DESCRIPTION**

buymyJewel.com is India’s first B2B jewellery ecommerce platform. We aim at creating a coherent system that will not only benefit the end user but also provide them a wide array of multiple jewellery design, yet keeping the profitability and sustainability intact for our valued Retailers

Steep increase in gold prices along with new regulations governing jewellery industry, maintaining a wider variety and range has never been more difficult for the retailers. Therefore change in the conventional jewellery business model is inevitable.

**RESPONSIBILITIES:**

Role played is of Admin Executive, responsible for Business Operation, which includes-

* Part of a small team within Buymyjewel for setting up Business Operations Processes and Controls
* Handling Administration responsibilities for ensuring the workplace is always complete with basic requirements always.

**PROJECT-2**

Company : PolicyBazaar.com

Role : Operation Executive

Duration : Sep 2012 to April, 2013

**COMPANY DESCRIPTION**

Back in 2008, insurance customers in India were facing a tough time. There was lack of information on products, transparency was missing, mis-selling was rampant, there was a high lapse rate of insurance policies and consumers felt a general apathy towards the insurance industry. Insurance companies made profits from policy surrender charges and the entire industry was mired in murkiness.

That is when a small bunch of people, with no insurance experience, started re-imagining what the insurance space could be. They imagined a place where consumers could find completely transparent insurance information, and an option to research and compare insurance products so they could buy what they really wanted to. A place where all communications would be recorded so that there would be a clear audit trail of who said what in a product as complex as insurance. A place that provided a common service layer for all consumer services and claims.

With this grand ambition as their life goal, this motley crew of people started their journey into what is now Policybazaar.com.

**RESPONSIBILITIES:**

Role played is of Sales Executive, responsible for selling of products, which includes-

* Receiving inbound calls for Term Insurance from possible clients.
* Explaining potential clients, the need of Term Insurance, resolving their queries and concerns.
* Understanding the needs of the clients and providing best possible Term Insurance Plans

**PROJECT-1**

Company : Jai Travels

Role : Office Executive

Duration : Feb 2012 to Aug, 2012

**COMPANY DESCRIPTION**

To satiate all the longings and demands of the trip, JAI TRAVELS are here to take over and simplify the work from air ticket booking to holiday packages. We are a Tour and travel firm affiliated and approved from Jharkhand Tourism, ADTOI, Ministry of Tourism India, happily serving our patrons for the past 9 years and looking forward to design and decorate every holiday trips for coming ages as well.

**RESPONSIBILITIES:**

Role played is of Office Executive, responsible for office operation, which includes-

* Responsible for dealing with clients and booking Air Tickets
* Planning Travel Itinerary for esteemed clients of the company
* Interacting and communicating with clients on a regular basis to determine changing tastes and preferences.
* Perform competitor analysis on prices, sales and method of marketing.

|  |
| --- |
| **PERSONAL PROFILE** |
|  |

Name : Isha Malhotra

Father’s Name : Vinod Sehgal

Date of birth : 05th June, 1983

Blood Group : B+

Gender : Female

Nationality : Indian

Languages Known : English and Hindi

Permanent Address : B65, Sai Park Apartment, Sector-86, Faridabad - 121004

|  |
| --- |
| **DECLARATION** |
|  |

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Place :

Date : SIGNATURE