

# Chitra Sharma

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## **Key Responsibilities Handled:**

I am having 4 years 6 Months of experience that composite of Damage Specialist, CRM and in Banking Sector as a Consultant Trainer.

- Working as Damage Specialist in SIXT Research & Development India Pvt. Ltd, Bangalore a Car rental company an international mobility service provider with about 2,000 locations in over 110 countries.
- Worked as Consultant trainer in ICICI Prudential Life insurance where major role is to work for agency channel and to give IRDA training to the financial advisors .
- Providing Induction and Product training to the newly Recruited Managers
- Managing and reviewing the services being provided to existing clients and ensuring customer satisfaction
- Managing Customer feedback system and answering their requirements.
- Handling Team of 2 -3 people in sales by guiding them to manage the customers by understanding their property requirement.
- Worked with each team members to achieve their goals.
- Adept at people management, maintaining healthy employee relations and handling employee grievances, thus creating an amicable & transparent environment.
- Skilful in implementing HR systems and policies, conducting training programs towards enhancing employee productivity and building committed teams.
- Ability to motivate personnel towards achieving organizational objectives & adhering to industry best practices.
- Possess strong communication, interpersonal and relationship management skills.

## **Educational Qualifications:**

- MBA in HR and Finance (9.0 CGPA) from Punjab University, Punjab in the year 2017.
- B.com in Accounting and finance (82%) from Madras University, Chennai, in the year 2015.
- HSC (74 %) from KVAFS, Avadi , Chennai (TN) in the year 2012.
- SSC (72%) from KVAFS, Avadi, Chennai (TN), in the year 2010,

**Experience Summary (Employers):**

- ✚ Working for SIXT Research & Development India Pvt. Ltd from March 2020 to August 2022.
- ✚ Worked for ICICI Prudential life Insurance from Dec 2018 to Feb 2020.
- ✚ Worked for Chahal Consultancy Services from Nov 2017 to June 2018 in Chandigarh, Punjab.

**Computer proficiency: -**

- ✚ Application Packages: MS Office (Word, PowerPoint, Excel).

**Personal Details: -**

- ✚ Date of Birth: 10-01-1995.
- ✚ Languages known: - English, Hindi, Punjabi and Tamil.
- ✚ Hobbies: Dancing, making DIY, Singing, Cooking.

**Personal Strength: -**

- ✚ Multitasking.
- ✚ Love to learn new things & detail conscious.
- ✚ Ability to adapt new environment and skills quickly.

**Declaration**

I hereby declare that the details stated above are authentic to the best of my knowledge and belief.

Chitra Sharma