

DEEPANJALI

(MBA/PGDM)



CAREER OBJECTIVE

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

DOB

24-Oct-1998

CONTACT

Primary-deepsprajapati45@gmail.com

Alternate- 21-deepanjali@fiib.edu.in

+91-8920997238

<https://www.linkedin.com/in/deepanjali-prajapati>

POSITIONS OF RESPONSIBILITY

- Member of social media cell for the Opex Conclave at FIIB
- CO-Head of corporate Mentoring Program at FIIB
- Launch an Initiative “MARGDARSHAN” for Career Counselling at FIIB

EXTRA CURRICULAR ACTIVITIES

- Food Blogging
- Sketching

EDUCATIONAL QUALIFICATIONS

2021

Fortune Institute of International Business (FIIB), New Delhi
PGDM - 6.55/10 CGPA

2019

Satyawati College of Delhi University, New Delhi
BCom – 65%

2016

Saraswati Vidhya Mandir, Ghaziabad
12th Std – 84.5%

2014

L. K. International School, Ghaziabad
10th Std – 64.8%

EXPERIENCE

Corporate Experience

Grievance redressal senior officer at NIVA BUPA (compliance) (December 2021- present)

- Resolve customer complaints and concerns as appropriate.
- Review all level two and above complaints for adequacy before representation to ombudsman/legal
- Forwarding feedback to the appropriate department for compliance with the Company's Code of Ethics and Business Conduct.
- Review customer service aspects and initiate prompt corrective action wherever service quality /skill gaps have been noticed through process transformation on an ongoing basis
- Build quality relationships and solve problems by making quick decisions, demonstrating critical thinking skills
- Ensure closure of complaints, as per compliance defined by IRDAI Act 1999 (ombudsman)
- Monitor implementation of awards received under IRDAI ombudsman scheme
- Fraud investigation- Investigation conducted on escalated cases and take necessary action on it share feedbacks

Senior Academic counselor at VEDANTU (consultant) (November 2020 - April 2021)

- Understand Customer profile & problems to explain implication of ineffective learning methods
- Creating the need for Smart Learning and advise student-parent to buy Vedantu Subscription as solution
- Fix appointments and conduct online demo sessions on daily basis including follow up sessions
- Advise student/ parents for their learning needs through structured Counseling Sessions
- Objections Handling and Negotiation to generate Sales Revenue
- Learn/ Upgrade one's own Product Knowledge and Sales Skills to achieve and exceed growing Sales target(s)

ACHIEVEMENTS

- Certificate of achievement in micro-analysis of financial statements.
- Certified for efficiently managing registrar departments at national marketing conclave 2019.
- Content published on the official page of the right companion.
- Accomplished third position at annual marketing conclave 2019 for branding campaign at FIIB.
- Harvard Business Review Accent Member, 2020.
- Promotion into the escalation matrix from E-mail management of Niva Bupa in 2022.
- Awarded twice with “Best Employee” as Grievance redressal executive in Niva Bupa 2023.

SKILLS

Hard Skills

- Microsoft Office, Prezi
- Tableau
- Canva
- Excel
- CRM
- SPSS
- Tally ERP 9
- Business Writing

Soft Skills

- Communication – Verbal And Written
- Liaison skill
- Relationship Management
- Time Management
- Grievance handling

Internship

Corporate Internship

Social Media Intern at Right Companion PVT. LTD. (RC) (August 2020 – September 2020)

- Creative Content Creation for the official social handles.
- Achieved Tag of “Employee of the week”

Apprenticeship

Business and sales development & strategic marketing intern at SPEAK (B2B),(April 2020 – June 2020) (Israel)

- Designing viable Business Development Strategies for the growth and expansion of company in Asian Market
- Conducting Primary and Secondary Research to analyze the Competitors Strategy worldwide

Social Internship

Market Research Intern at Agewell Foundation (September 2019)

- Understand the significance of CSR (corporate social responsibility) activities done by the NGO with specific reference to the underprivileged elderly.
- Negotiated and convinced various prospects for installation of donation boxes and Improve the visibility of the NGO through Digital Marketing

PROJECTS

Academic

- Market Basket Analysis of Value Proposition offered by cafes in Ghaziabad by conducting interviews of its customers and middlemen.
- Conducted a survey to analyze the individual behavior of five different brands of drinks and understand the applications of various motivation theories.
- Marketing Plan of SPEAK-online service startup.

CERTIFICATIONS

- Fundamentals of Digital Marketing, Google
 - Google Analytics for Beginners, Google
 - Career edge- knockdown the lockdown, TCS-ION
 - International B2B (Business to Business) Marketing, Yonsei University
 - Qualitative Research by University of California, Davis
 - Excel Skills for Business, Macquarie University (pursuing)
-