



# HIMANSHI VERMA

A well-organized, creative, and goal-oriented personality; handling and managing day-to-day team operations with considerable skills and seeking a resourceful and innovative career in an organization that indulges professional growth, which provides me the opportunity to improve and utilise my skills and knowledge while managing key projects along with organizational objectives.

## Contact

6388924399

vermahimanshi812@gmail.com

Gurugram, Haryana

## Education

### Chandigarh University

(2020 - 2022)

- Masters in Business Administration (MBA)
- Specialization in HR & Marketing

### Mahatma Gandhi Kashi Vidyapith University

(2017- 2020)

- Bachelors in Commerce (B.COM)

## Internship

- Organization- SHINE PROJECTS  
Sector/Role- Human Resouce (HR)  
Duration- 45 Days
- Organization- IFORTIS Worldwide  
Sector/Role- Markrting & Sales  
Duration- 45 Days

## Skills

- Teamwork
- Communication
- Time Management
- Decision Making
- Leadership

## Work Experience

### Customer Service Executive (Non- Voice process)

April 2023 – April 2024

**KOCHAR INFOTECH LTD. (IDAM NATURAL WELLNESS PVT. LTD.) – Gurugram, Haryana**

#### *Roles & Responsibilities-*

- Managing and organizing incoming and outgoing emails.
- Sorting and categorizing incoming emails based on priority and content.
- Monitoring email performance metrics and suggesting improvements.
- Collaborating with other departments to streamline cross-functional email processes.
- Implementing and maintaining efficient email processes and workflows.
- Ensuring timely and accurate responses to emails and inquiries.
- Ensuring compliance with email communication regulations and policies.

### Presales Operations Executive

June 2022 – January 2023

**ZOPPER – Noida, Uttar Pradesh**

#### *Roles & Responsibilities-*

- Managing the offline insurer portals for sharing the quotes with the partners.
- Engaging with distribution partners over the phone daily to support the sales business.
- Solving the issues raised by the partner by coordinating with the internal stakeholders.
- Maintaining track of the sales done by the partners.
- Communicating important business information to the partners from time to time.
- Motivating the partners to increase their productivity.
- Supporting the Sales team to keep the partners engaged and productive in the system

## Language

English Hindi