



## Shikha Anju Roy

---

**CAREER OBJECTIVE:** To grow as an effective professional and drive the company in a manner which will help the company to move towards the higher targets as well as to help myself strengthen my job competency and grow with in the company.

---

### Career Highlights

2000-2002 – MBA (HR & MARKETING) ,from H.N.B Garhwal University, Srinagar Uttaranchal .

1997 - 2000 : B.A (ENGLISH & POLITICAL SCIENCE) from St. Andrew’s Degree College , Gorakhpur, Uttar Pradesh.

1995 –1997 : INTERMEDIATE from Carmel Inter College, Gorakhpur, Uttar Pradesh.

1993 – 1995 : HIGH SCHOOL from Carmel Inter College, Gorakhpur, Uttar Pradesh.

### Skills

- Hands-on experience in Insurance and its related work.
- Knowledge and work experience in Customer Care.
- Knowledge in all area of Human Resources and administration.
- Gained knowledge in Airline reservation and ticketing and Delta Matic (Delta.Com).
- Knowledge in Web GRS and CMS (Customer Management System).
- Basic Knowledge in Marketing operations and documentation
- Knowledge and experience with International Airlines reservations, handling passengers at the Airport and lost baggage department.
- International Hotel Reservations for Accor Group of Hotels.
- ERP, school & hostel management.

### CERTIFICATES

- **NCC “B” CERTIFICATE** on 08/July/1997 – Sr. No – UPS/”B” Cert/Army/Girls /19293 , under Ministry of Defence , Government Of India .
- **National Integration Camp Certificate** No – NIC SW/JWGD46 on 29 October 1996 to 07 November :
  - Batch No : UP SW/95/166350 .
  - Rank : L/CPL
  - Unit : 15 UP GIRLS BATTALION , NCC,GKP,UP, INDIA

## **Work Experiences:**

- 1) Working as a Real Estate Project Consultant (Freelancer )from November 2022 till date.
- 2) Worked as School Warden in “**International Delhi Public School**”, Kushmi , Gorakhpur -273002 ( Uttar Pradesh ) from 20<sup>th</sup> April 2022 – July 21<sup>st</sup> 2022 .
- 3) Working as a Project Manager in “ **Shikha Construction Services** ” , Gorakhpur ( Uttar Pradesh ) from 2<sup>nd</sup> November 2020 till date .
- 4) Worked as a Freelancer Consultant for Civil Engineering & Electrical Engineering Projects from February 2015 till March 2022 .
- 5) Worked for **Aulti source Pvt. Ltd.**, in Assurant, Spring Field II , Nation starMortgage Process as permanent employee till 14<sup>th</sup> Dec 2015 .
- 6) Worked in **Hewlett Packard** ,Whitefield , Bangalore from 12<sup>th</sup> November2014 as Customer Solutions REP III in COR Dept in International Travel / Hotel Reservations . till 13<sup>th</sup> February 2015 .
- 7) Worked in **Infosys BPO Ltd.**, Electronic City , Bangalore from 26<sup>th</sup> September 2013 as Senior Process Executive in My Order with BRITISHTELECOMM till 13<sup>th</sup> / February /2014 .
- 8) Worked in **First Source Solution ltd.**,4<sup>th</sup> Floor , Tower 5A & B , Pritech II , sez (Ecospace Park ) Sarjapur Outer Ring Road , Varthur , Hobli , Bangalore , Karnataka – 560103 , as Sr. Customer Service Associate (H1) from 15<sup>th</sup> May 2013 till 30<sup>th</sup> June 2014 .
- 9) Joined **GAIA ITES Pvt., Ltd.**, ( **Gaia Information Technologies** ) Gamma 1 , Giga Space , Viman Nagar , Pune – 411014 as Sr. Customer Care Executive in Baggage Dept. from 21<sup>st</sup> February 2011 till 01<sup>st</sup> April 2011 .
- 10) Worked in **WNS , Global Services Pvt. Ltd.**, Tower C , Weikfield IT City Info Park , Pune – 411014 in Business Unit / Dept : Travel Services/WCT – Travelocity as Customer Service Associate from 12<sup>th</sup> January 2010 till February 2011 .

**Special Achievements :** Received Client / Customer Appreciation

Card S. No : 408

Card S. No : 450

Card S . No : 473

Card S . No : 486

Card S. No : 497

By Team Leader – Wasim . M

- 11) Worked with **XTPL ( Xerces Technologies pvt. Ltd., )** B15/16 ,  
Vidyut Nagar , Lane No – 9 , Koregaon Park , Pune – 411001 in Car  
Insurance & Repair Services as Customer Care Executive from 1<sup>st</sup> of  
October 2009 till 1<sup>st</sup> December 2010 .
- 12) Worked with **WIPRO BPO Ltd.,** 237 , Plot No – 2 , MIDC ,Rajiv Gandhi  
Infotech Park ,Hinjewadi , Pune – 411027 , India from 17<sup>th</sup> December 2007  
as a Senior ASSOCIATE (CCA – Operations), Web Support in “ DELTA  
PROCESS ”( American Airlines ) till 5<sup>th</sup> May 2009.
- a) Assigned as CCA-Operations (Supervisor) in Online Web Support  
Department of Delta.com .
  - b) Profile Includes Navigation and Assistance to Passenger/Customer on  
[www.Delta.com](http://www.Delta.com) .
  - c) Authorized to give waiver to the passenger/customer under certain  
circumstances .
  - d) Handling all Online errors occurred on delta.com while making  
reservation or check-in online etc . Deals with Check-In errors.
  - e) Deals with Domestic and International Reservation related  
complications.
  - f) Handles calls transferred by Reservation Department ,International  
Desk  
,Reissue Desk, Travel Agents, American Express delta clients .
  - g) Authorized to handle Sky miles Account related issues .
  - h) Deals with Code Share partner and Connecting carrier related reservation and  
OA(other airlines) Award and Revenue Reservations.

**SPECIAL ACIEVEMENTS - :**

- a. Highest Vendor Transfer Scorer , Highest Post Call Survey Scorer, Vendor queen  
in General Sales ( Reservation Department ) and Vendor Spoc/Coach inOCSD .

13) Worked with **Disha Enterprises , Lucknow ( U.P )** from 2<sup>nd</sup> June 2004  
till 12<sup>th</sup>December 2006 as “ **Office In-charge** ”.

**Responsibilities at Disha Enterprises as office- in- charge .**

Handling indoor clients/customers with in office related to LIC Products .

- i) Maintaining records and LIC account of customers.

- ii) Handling office records, calling customers regarding updates on Premium, Dues or paid on etc details .
- iii) Handling cash counter and arrange updates on Premium receipt sent to customer.
- iv) Sending and receiving mails and also maintaining records.

14) Worked with **Info Vision CRM Solutions, New Delhi, India**. From 15<sup>th</sup> December 2003 till 30<sup>th</sup> April 2004 as '**Customer Support Supervisor**'.

- Assigned as a Customer Support Supervisor from ICICI Prudential Life Insurance .

### **Responsibilities at Info Vision CRM Solutions**

- Handling Customer Queries related to all life Insurance Products
- Generating / Collecting Leads from all (indoor Customers) the Banks of the people interested in buying Life Insurance of Private Firm, namely ICICI Prudential.
- Complete all paper work with respect to the prospective Policy Buyer
- Tracing Clientele, Sending reminders.
- To introduce Customers newly launched Products in the company.
- My role as a Customer Support Supervisor (professional) was to act as Intermediaries between company and client and to handle their queries and fulfilling their Insurance product, services and policies.
- To explaining about the Companies Products according to customers need and age.
- To interact with indoor customers introduce them companies' product and policies plan

15) Worked with **Smart trading Company, New Delhi, India**. From 28<sup>th</sup> July 2002 to 30<sup>th</sup> October 2003 as '**Junior Executive**'.

- Office administration.
- Arranging meetings and presentations.
- Sending and receiving mails couriers, keeping track records of office.

### **EXTRA CURRICULAR ACTIVITIES -:**

- Computer Education Certificate Course done in Computer Fundamentals, MSOffice in year 98-99.
- NCC "B" Certificate, 15 UP Girls Battalion NCC , Gorakhpur (1999) Directorate from UTTAR PRADESH , LUCKNOW.
- National Integration Camp Certificate ( 29<sup>th</sup> Oct 1996 – 7<sup>th</sup> Nov 1996 ) from Allahabad , U.P.
- IRDA ( Insurance Adviser Training ) from (RNIIS) Ritu Nanda College of Insurance , Greater Kailash , New Delhi (2003) .

**Personal Details:**

Nationality: Indian

Date of Birth: 09<sup>th</sup> June 1978

Marital Status: Single

Interests: Painting, Music, Movies, Cooking and Travelling.

Languages :English & Hindi.

E – Mail: shikharoy09@rediffmail.com

Mobile: + 91 – 8317080070

Present Address: Shikha Anju Roy  
c/o . Mr. Rockey Parvez Roy  
Moh & Po : Basharatpur ( Near Dr. A . K . Rai Clinic)  
Distt : Gorakhpur  
State:Uttar Pradesh  
Country – India  
Zip Code - 273004