

Bharathi SG

Hyderabad, Telangana 500032 • 8125210235 • bharathisgb2019@gmail.com

Professional Summary:

Dynamic and result-oriented professional with 9+ year of experience in Immigration, banking and insurance industry. Looking forward to securing a challenging and responsible position for professional as well as personal growth. Goal-oriented Team Manager dedicated to meeting team performance objectives and achieving set targets. Offering [Number] years of extensive leadership experience in [Industry]. Committed individual well-versed in providing thorough training, setting team goals and developing innovative strategies. Superb oral and written communication skills paired with excellent time management and leadership abilities.

Websites, Portfolios, Profiles:

- <http://www.linkedin.com/in/bharathi-sg-b11a601b0>

Skills:

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|--------------------------------|---------------------------------|--------------------------|
| • MS Excel | • Team Management Understanding | • Production Preparation |
| • Production Preparation | • Quality Assurance Training | • Problem-solving |
| • Time management | • Decision-making | • Research |
| • Leadership | • Goal setting | • Willing to learn |
| • Master in MS Excel Shortcuts | • V Lookup Function | • Work Assignments |

Work History:

Team Manager, 07/2020 to Current

• **Kansas Overseas Careers** – Hyderabad Team Management, Monitor team targets & results, day to day reports of team, Assisting our client to understanding the procedure correctly, When complex issues like not able to submitting the ECA requirement properly, NOC are not correct or GCKey is revoked we are helping the client to providing the best possible solution, Deeply research on client documents and verify them if we find any mismatched papers and details inform the client to submit the proper documents based on visa requirement, Ability to research for information on the internet related to visa new updates, Excellent writing skills, Provide advisory and support services to clients related visa application based on client profile, Advice on documentary requirements in immigration/visa services, Review documents and preparation of petitions and applications, Produce high-quality documentation like ECA,EE,ITA application, Document process systems and ensure process deliveries are met, Maintain knowledge of changes and updates in visa policies, Build a client relationship and ensure client satisfaction through prompt delivery and service.

Sr. Process Associate, 03/2018 to 05/2019

TCS Company – Whitefield, Bangalore

• Responsible to collect production data and enter into database, educate customers on product requirement and technology issues such as mobile app, inform to customers about how to enter data through Mobil application, Email customers in case of any escalation on the product, Audit and train to new employee on the process flow, communicate quality issues with all members of the team on a daily basis, ensures all the claims records & documents maintained in data as per requirements.

Process Associate, 11/2016 to 02/2018

Ben Franklin Optics India Pvt. Ltd – Banjara Hills, Hyderabad

- Managing customer service inquiries by E-mail and calls, Identify and assess customer's needs to achieve satisfaction, provide accurate, valid and complete information by using the right methods/tools, Handle customer complaints, determining the cause of the problem; selecting and explaining the best solution to solve the problem.

Customer Care Service / Semi - Voice process, 05/2010 to 08/2011

Serco Pvt. Ltd. Company – Punjaguta, Hyderabad

- Ensure to fill accurate information and data details to proceed toward insurance claim, Review claims information and update to clients as per the company policy to proceed, check all the data of the client from back end to complete their claiming process, interact with client to provide cashless card details to their family via Email.

Sr. Customer Care Service / Semi - Voice process, 02/2008 to 02/2010

Emphasis an HP Company – Bajaj Mansion JP-Exton, Bangalore

Provide information to the customer about Internet Banking and mobile application, Inform financial transactions as per the bank's norms and policies via banking software, Providing information about investments, switch in and switch out plans via email, Maintain and provide statistical and financial records whenever needed, Daily use of Microsoft Office: Word, Excel, PowerPoint & banking software to check client data, Assisting customers to get information about different types of loans available and their rate of interest.

Qualification:

Hold Graduation degree from Mysore University, Karnataka completed in the year 2007.

Completed Hindi Vidwan form Bangalore University in the year 2008

Languages: English, Hindi, Kannada, Telugu

Languages:

English, Hindi, Kannada, Telugu

Rewards & Recognition:

I got "Hindi Vidwan" certification from Pradhan Mantri.

Completed Leadership Master Certification Program

Master in MS Excel

References:

Shall be furnished on request