



# APARNA SASI

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Palakkad, Kerala, India

## EDUCATION

- 2021 - 2023**  
56%  
**MA - ENGLISH LANGUAGE AND LITERATURE**
  - IGNOU Open university
- 2017 - 2020**  
84%  
**BA - ENGLISH LANGUAGE AND LITERATURE**
  - Calicut university
  - Govt Victoria College Palakkad, Kerala, India
- 2017**  
94%  
**HIGHER SECONDARY**
  - Board of Higher Secondary Examination, Kerala, India
  - Govt Boys Higher Secondary School Nemmara, Palakkad, Kerala, India
- 2015**  
98%  
**SSLC**
  - Board of Public Examination, Kerala, India
  - Govt Girls Higher Secondary School Nemmara, Palakkad, Kerala, India

## CERTIFICATION COURSES

- DIPLOMA IN AIRLINE AND AIRPORT MANAGEMENT**
  - Cloud 9 Cochin, Kerala, India
  - Customer Service, Travel and Tourism, Airport Management
- LOMA 281**
- German A1**

## PROFESSIONAL SUMMARY

Dynamic professional with a Master's degree in English Language and Literature. Proven expertise in corporate operations, customer service, and project management. Skilled in communication, analysis, and relationship-building. Committed to driving positive change and achieving goals.

## SKILLS

Team Work

Work Ethic

Documentation

Leadership

Strategic Planning

Financial Literacy

Interpersonal ability

Detail Oriented

Accuracy

Quick Learner

Hardworking

Analytic Skills

## WORK EXPERIENCE

**ASSOCIATE** | May 2022 – Nov 2024

**GUARDIAN INDIA OPERATIONS UNDERWRITING PVT. LTD. – TIDEL PARK, CHENNAI, INDIA**

### KEY RESPONSIBILITIES

- Generating insurance quotes for clients through a structured process, ensuring accuracy and completeness.
- Conducting thorough assessments of client needs and risk profiles to tailor quotes accordingly.
- Collaborating with underwriters and other relevant parties to gather necessary information for quote preparation.
- Analyzing market trends and competitor offerings to provide competitive quotes.
- Presenting quotes to clients in a clear and comprehensible manner, addressing any inquiries or concerns.
- Following up with clients to discuss quotes, negotiate terms, and finalize agreements.
- As an intake Analyst, I'm responsible for coordinating estimation and qualifying work by gathering information from a variety of cross functional teams.
- Involved in the process of preparing quotes for the insurance clients based on the underwriting guidelines.
- Involved in mentoring the ramp users and master broker adults.
- Provide floor support to the user in clarifying quotes related to the process.
- Scrubbing the information from RFP and validate the correct data in salesforce.
- Experienced working in bill cases and on various excel that requires VLOOKUP.

## AREAS OF EXPERTISE

- Client Onboarding & Maintenance
- Client Life Cycle Management
- Sales Orders & Purchase Orders
- Timesheets
- Strong Analytical and Business Analysis
- Financial Statement Analysis.

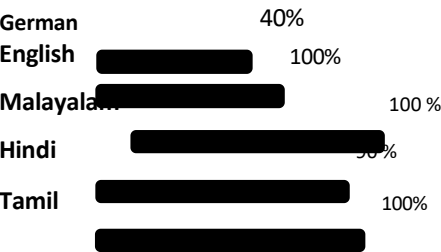
## COMPUTER PROFICIENCY

MS Office Package ★ ★




Basic Operations ★ ★

Internet & Email ★ ★

## LANGUAGES KNOWN



## INTERESTS

    
Singing Travelling Reading Browsing

## REFERENCE

- Available upon request

**TEAM MEMBER** | Dec 2020 – Mar 2022

**KFC, COCHIN, KERALA, INDIA**

## KEY RESPONSIBILITIES

- Integral member of a multifunctional team responsible for food production, account management, and customer service.
- Collaborating across departments to ensure smooth operations and customer satisfaction.
- Contributing to food production processes while managing client accounts efficiently.
- Providing excellent customer service and resolving inquiries promptly.
- Adapting to changing priorities to support team goals

## AWARDS & ACHIEVEMENTS

- Awarded Best Employee 2022 In KFC
- Awarded high five award 2023 for highest production and quality (Guardian)
- Awarded peak booster award 2024 for the great support in peak season (Guardian)
- Won UWPL as a team (Guardian)

## PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **ERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT** - Management skills to direct others and review others performance.

## TECHNICAL SKILLS

- Power BI
- Salesforce Lightning
- Microsoft Excel and word
- D&B Hoovers
- Basic knowledge of windows OS, file systems and trouble shooting
- Microsoft power point

## PERSONAL DOSSIER

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Gender : Female  
Date of Birth : 02-11-1999  
Nationality : Indian  
Marital Status : Single  
**Passport Number : V6309988**  
Permanent Address : Vazheparambil house  
Ariyakkode, NSS College PO, Nemmara  
Palakkad, Kerala, India

## DECLARATION

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I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**APARNA SASI**

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