



RAKHI SHYLAJAN

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SUMMARY

Results-driven and customer-focused professional with experience in Strong interpersonal and communication skills with expertise in handling client interactions, documentation, and sales support. Proven ability to manage frontoffice operations, process transactions, and assist customers efficiently. Seeking a dynamic role in customer service, cashiering, or administration to leverage my skills in a fast-paced environment.

KEY SKILLS

- Customer Service & Client Relations
- Cash Handling & Point-of-Sale Operations
- Front Desk & Reception Management
- Administrative Support & Office Coordination
- Data Entry & Record-Keeping
- Insurance Claims & Policy Processing
- Customer Query Resolution & Issue Handling
- Sales Support & Lead Follow-Up
- Billing, Invoicing & Payment Processing
- Communication & Interpersonal Skills

INTERNSHIP EXPERIENCE

Insurance Executive Trainee, TV Sundaram Iyengar and Sons Pvt. Ltd. **December 2018 - April 2019**

(Vehicle dealer of Mahindra, Renault etc.) Worked in the Showroom of Mahindra

- Completed on-the-job training as an Insurance Executive, gaining hands-on experience in the insurance and finance sector.
- Assisted customers with insurance claims, policy renewals, and premium calculations.
- Managed client documentation and data entry, ensuring accuracy and compliance with company policies.

EDUCATION

Master of Tourism and Travel Management, Mahatma Gandhi University, Kerala, India **2021**

Customer relationship executive ,Central govt project of India with Think skills **2018**

Bachelor of Science (BSc) Botany, Mahatma Gandhi University, Kerala, India **2018**

Higher Secondary Education, Govt Higher Secondary School Panamattam, Kerala, India **2015**

PERSONAL INFORMATION

- Nationality : Indian
- Date of Birth: 21/11/1997
- Marital Status: Married
- Visa Status : Spouse Visa
- Language: English, Hindi, Malayalam

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.