



PRACHI PANDEY

CONTACT

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EDUCATION

2018 - 2021
BACHELOR OF ARTS
HANSRAJ COLLEGE,
UNIVERSITY OF DELHI, DELHI
Graduated with 60% in
Bachelor of Arts , reflecting
comprehensive knowledge in core
subjects including Economics, Political science,
English, Banking Insurance.

2016 - 2018
HIGHER SECONDARY SCHOOL
SARVODYA KANYA VIDYALA SCHOOL
VIKASPURI NEW DELHI
Academic Performance: Earned an
82% average in the Arts stream,
reflecting solid performance in
subjects such as Economics,
English and Business Studies.

PROFESSIONAL SUMMARY

Detail-oriented and results-driven Bachelor of Arts graduate with a proven track record in the insurance sector, previously associated with Max Life Insurance. Demonstrates strong analytical, investigative, and problem-solving skills, with a keen eye for identifying patterns and irregularities. Experienced in client servicing, compliance processes, and maintaining regulatory standards.

EXPERIENCE

Customer Relationship Retention Executive Max Life Insurance (Sep 2023 - Jan 2025)

Managed customer portfolios to ensure high retention rates by addressing client needs and resolving queries promptly.

Conducted regular follow-ups with policyholders to renew policies and maintain long-term relationships.

Ensured adherence to company policies and compliance standards while delivering exceptional customer service.

SKILLS

Communication	★★★★☆
Client relationship	★★★★☆
MS Excel	★★★★☆
Teamwork	★★★★★
Problem-solving	★★★☆☆

COURSES

e-Accountant Certification | Key Subjects: Accounting Principles, Taxation, Financial Reporting, Tally, GST Filing.

LANGUAGES

English: C1 (Advanced) — Proficient in both written and spoken English, with strong abilities in complex text comprehension and effective communication.