

# RITIK SHARMA

Associate Service Consultant

## CONTACT

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## EDUCATION

2021-2024

MJPRU

Bachelor of Business Administration

2018-2020

BEN HUR PUBLIC SCHOOL

- Commerce
- 11 (2018-2019)
- 12 (2019-2020)

## SKILLS

- Customer Service & Relationship Management.
- Problem Solving & Critical Thinking.
- Communication Skills.
- Time Management & Organization.
- Adaptability & Continuous Learning.
- Consulting Skills.

## LANGUAGES

- English: Fluent
- Hindi : Fluent

## PROFILE SUMMARY

A results-driven and customer-focused Associate Service Consultant with a strong passion for delivering exceptional service and support. Equipped with a solid understanding of the insurance and financial services industry, I bring a proven ability to troubleshoot customer issues, analyze client needs, and provide tailored solutions that drive satisfaction.

## WORK EXPERIENCE

Policybazaar.com

AUG 2024-PRESENT

Associate Service Consultant

- At Policybazaar, I am committed to leveraging my technical proficiency, strong communication skills, and deep product knowledge to assist customers in navigating the complexities of insurance products.
- By effectively managing queries, and ensuring timely service delivery, I contribute to enhancing the overall customer experience and supporting business goals.
- Focused on continuous learning, I stay up-to-date with industry trends and emerging technologies to offer clients innovative solutions. My ability to collaborate cross-functionally and maintain a customer-centric mindset ensures that I provide seamless, top-tier service at every touchpoint.

## ADDITIONAL SKILL SET

- Basic knowledge of IT infrastructure.
- Familiarity with CRM and help desk software.
- Understanding of KPI tracking.