

# Ritika Sengar

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**Location:** Gwalior, India

## Professional Summary

Detail-oriented professional with strong experience in relationship management, data handling, and background verification processes. Skilled in analyzing information, validating documents, and ensuring accuracy, compliance, and smooth end-to-end processes. Strong at coordinating with stakeholders, resolving discrepancies, and maintaining clear, professional communication. Proven ability to streamline workflows and support efficient operational and financial decision-making. Seeking an opportunity in AML/KYC to apply analytical, compliance, and verification skills in financial risk management.

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## Employment

### Senior career counsellor – Univo (*Apr 2025 - July 2025*)

- Guide students on available UG & PG programs offered by partner universities and institutions.
- Engage with prospective leads via data calling, online chats, video conferencing, emails, and walk-ins
- Provide detailed information about specific degree programs, admission procedures, eligibility criteria, course structures, etc.
- Use persuasive communication and sales techniques to convert inquiries into actual enrollments, aligning with targets and conversion goals
- Collect participant feedback, consolidate it, and share insights with relevant teams (marketing, academics, program teams) to improve processes

### Relationship Manager – Leap Scholar (*June 2023 – August 2024*)

- Managed relationships with prospective students and parents through regular communication via email, phone calls, and in-person meetings.
- Ensured prompt responses to inquiries and concerns, improving customer satisfaction.
- Assisted students along with counselors in completing application processes.
- Led a team of junior associates, providing guidance on customer engagement and best practices.
- Analyzed student data and enrollment trends to enhance outreach strategies and

improve conversion rates.

- Conducted webinars and interactive sessions to educate students about overseas education opportunities.

### **Senior Inside Sales Manager – Simplilearn Solutions (*October 2022 – June 2023*)**

- Attended networking activities to research and connect with prospective clients.
- Suggested upgrades or additional products and services to clients based on their needs.
- Worked closely with sales teams to achieve revenue targets.
- Led sales training sessions to upskill team members on product knowledge and effective sales strategies.
- Developed and executed data-driven sales strategies to improve lead conversion and customer retention.
- Collaborated with marketing teams to design targeted campaigns based on customer insights and behavior analytics.

### **Relationship Manager – NoBroker (*October 2021 – June 2022*)**

- Established long-term relationships and trust with customers through transparent and engaging communication.
- Assisted in documentation and data management for clients.
- Acted as a key liaison between clients and internal teams to resolve queries and provide tailored solutions.
- Analyzed customer preferences and property requirements to recommend suitable real estate options.
- Negotiated deals and facilitated agreements between property owners and tenants/buyers.
- Provided post-sales support and guidance, enhancing customer satisfaction and retention.

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## **Skills**

- **Technical Skills:** Microsoft Office (Word, Excel, PowerPoint)
- **Sales & Relationship Management:** Lead Generation, Customer Interaction, Business Development
- **Project Management & Collaboration:** Team Leadership, Stakeholder Management
- **Interpersonal Skills:** Effective Communication, Negotiation, Client Handling

## Education

### **Master of Business Administration (MBA) (*September 2020 – July 2022*)**

Specialization: Finance & Marketing  
Prestige Institute of Management & Research, Gwalior

### **Bachelor of Business Administration (BBA) (*June 2017 – June 2020*)**

Institute of Professional Studies, Gwalior

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## Language Known

- English
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