



|  |  |
| --- | --- |
| 1 | **Upma Pawar** |
| **Experience****26th February 2021 to till Date** **Immigration Consultant• Assistant Branch Manager • Logics Consulting WLL, Bahrain*** Ensure that the Branch’s monthly revenue targets in all business segments for all countries are met through direct control of the Counseling staff.
* Ensure the Branch’s monthly target of revenue generation is met through Referral Generation with the efforts of counseling staff.
* Responsible for personally attending to all prospects/QAs that walk-in as a result of the efforts of the field sales team.
* Lead the immigration team in day to day task and activities.
* Preparing schedules for team to carry tasks and meet deadlines.
* Reporting to the CEO on daily basis for branch agendaand targets.
* Handling a team of 6 associates of Immigration Consultant.
* Preparing schedules for self to carry tasks and meet deadlines.
* ACCOMPLISHMENT

Got the Certificate for the month of April 2021 to achieve the sales team target individually and the branch.**13th April 2020 to 25th February 2021****Immigration Consultant• Sr. Consultant • Logics Consulting WLL, Bahrain*** Providing counselling face to face, over the telephone, or online.
* Keeping confidential records.
* Building a relationship of trust and respect with clients.
* Listening to clients' concerns, empathizing with them, and helping them to see things more clearly or in a different way.
* Advice on the overseas options available, so as to enable the candidates & their family make an educated choice & the right decision.
* Give clear and accurate information based on the current immigration & visa laws & policies
* Oversee all aspects of the Visa and Immigration to Canada, Australia, Poland, Romania, Work Permits, Visit Visa and Business Immigration
* Achieve excellent customer service by proactively responding to client queries and advising customers on their overseas immigration and visa needs.

**22nd Jan 2020 to 26th March 2020****Immigration Consultant• Sr. Consultant • Fuehrer’s Services Co WLL, Bahrain*** Counselling prospective applicant and guiding them about the immigration options as per their profile and explain about the services offered.
* Oversee all aspects of the Visa and Immigration to Canada and Australia.
* Counselling through Data Calling/Cold Calling, Chat, Email and Walk-ins.
* Help Client to obtain visa, permanent residence and other documentation required.
* Assumed full responsibility of all immigration issue and operations remaining up to date with any changes of legislation.
* Ensure that all information provided by the client is accurate and correct, preparing and checking all legal documents.
* Preparing" EOI" Expression of Interest Applications on the Skills Select system
* Preparing Qualification Assessment applications for Canadian Immigration i.e. WES, IQAS, ICAS, UOT CES.Preparing FSW Express Entry Applications and Final Visa Application on the EEP.

**28th Dec 2018 To – 30 November 2019****Immigration Consultancy • Relationship Executive • WWICS Global Law Offices Pvt. Ltd, Bahrain*** Building and maintaining relationships with clients and key personnel within customer companies.
 |
| Bahrain, Manama |
| +973 39263598 |
| Link2upma@gmail.co m |

Attending meetings with clients to build relationships with existing accounts.

* Achieving client relationship targets and KPI’s as set by the Head

of Sales.

* Escalating and resolving areas of concern as raised by clients.
* Updating the CRM and ensuring account managers are aware of changes within clients.
* Liaising with internal departments to ensure client needs are fulfilled effectively.
* Generating leads and turning them into opportunities for sales.
* Contacting potential customers via telephone email and face to face.
* Working to KPI’s and revenue targets as set by the sales director
* Arranging meetings with prospects in order to demonstrate products.
* Negotiating prices with potential customers and closing sales.
* Building long term relationship with existing and new customers.
* Coordinate with clients for required documents and details for Case initiation.

Preparing Online VISA Application to "DHA" Department of Home Affairs, Australia.

ACCOMPLISHMENT
* Got the running Trophy for the month of June , July and August for higher Revenue generation.

# 1st July 2016 To 24th Dec 2018

### Immigration Consultancy• Case Filler, Documents Collector and Case Processing • Worldwide Immigration Consultancy Services Pvt. Ltd, India

* Understanding the procedures and documentation required for cases to be filed successfully
* Checking accuracy and authenticity of information and documents provided by applicants
* Gathering and tracking the receipt of information and documents from clients
* Preparing forms, support letters, and other documents accurately according to information received from clients based on case type
* Consistently updating database(s) and utilize case

management tools effectively and efficiently to monitor cases and track deadlines and expiration dates

* Following-up with the clients and branches through emails and phone calls for the details required.
* Maintaining internal daily, weekly and monthly reports.
* Coordinate with government departments (Where and when required).
* Preparing Assessments for ACS, ICAA, EA, VETASSESS, AIM’s, Etc.

# 11th May2015 to 30th June 2016

### Immigration Consultancy• Reception • Worldwide Immigration Consultancy Services Pvt. Ltd, India

* + Responsibilities included receiving and distributing messages from telephone/email as appropriate, taking clear messages and passing these promptly to the appropriate member of the team using judgment of urgency.
	+ Provided reception duties on behalf of the team, which involved providing face-to-face contact for visitors in a responsive and courteous manner.
	+ Responded to queries promptly and in a friendly manner.
	+ Participated in business and team meetings regarding service planning and to assist in the implementation and continual review of work systems.
	+ Provided efficient data entry into the local team information systems as required.

# 1st February 2014 to 10th February 2015

### Call Centre Idea• Team Leader • Ison Bpo Pvt. Ltd. , India

* + Handling a team 20 CSA’s responsible for Welcome, First

Bill, MNP, E-Bill, Churn calling etc.

* + Maintaining operational KPI’s for the team.
	+ Providing operational floor management & daily monitoring of quality & production.
	+ Regular quality feedback from the quality team & holding sessions to meet the deviations from the required levels

# ACCOMPLISHMENT

Got the Best Team Leader Award from ISON for Highest Active Percentage.


# 16th March 2011 To 28h February 2013


### Call Centre Airtel Postpaid• Team Leader • Competent Synergies Pvt Ltd , India

* + Handling a team of 30 associates for customer care support of (Collections & Retention) for Airtel Postpaid Customers.
	+ Maintaining operational KPI’s for the team.
	+ Providing operational floor management & daily monitoring of quality & production.
	+ Regular quality feedback from the quality team & holding sessions to meet the deviations from the required levels.

# 16th March 201o To 15h March 2011

### Call Centre Airtel Postpaid• Asst.Team Leader • Competent Synergies Pvt Ltd , India

* Conducting Monthly Refresher Training Programs.
* Weekly Roster of Executives
* Pre & Post Shift Briefing Session of Executives
* Performance of Executives on the Basis of Call Quality Audits, Monthly & Weekly Quiz.
* Updating of Daily Attendance Dashboard.
* Monthly Rewards & Recognition Program of Executives.
* Monitoring Daily Productivity of Executives including Login Hours, Calls Answered, talk time, Hold time etc.
* Presentation of Monthly Reviews to AIRTEL.

In addition to this we have Senior Executive Team Members handling: --

* Backend Support for Retention Activities
* Close Looping Team

Being the Watchdog of these departments, Daily & Monthly reports are prepared executive wise and their performance is analyzed on the basis of these reports & according to the

parameters given to them.

Weekly Reviews of performance of all Executives are presented to Assistant Manager (Airtel) for the areas of concern for low productivity and chalking out further plan of action for better performance.

# ACCOMPLISHMENT

* + Got the Best Team Leader Award from CSPL for Postpaid Retention.

# 1st March 2007 To 15th March 2010

## Call Centre Airtel Postpaid• Customer Care Executive •

**Competent Synergies Pvt Ltd , India**

* Responsible for handling customer online for outstanding collections & Retentions for Punjab, Haryana, Himachal & J&K Circles.
* Managing Daily productivity
* Managing Call Quality

# Education

Eastern Institute for Integrated Learning In Management University, Sikkim Manipal University, India

# Communication

* Good communication, customer service and writing skills.
* Well versed with MS Office & Internet Applications.
* Committed team player with flexible approach to work and to take initiative whenever required.
* Excellent client services and communication skills

# Leadership

* Ability to manage more than one task simultaneously
* Able to work as a team member and with minimum supervision
* Proven ability to drive sales and generate new business.
* Ambitious and driven personality with a hunger for success

References **[Available upon request.]**

