

# Sourav Hossain Mondal

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## CAREER OBJECTIVE

Seeking a challenging role in the UAE where I can leverage my expertise in customer service, sales, and client engagement, utilizing effective communication and adaptability to contribute to the success of a dynamic organization.

## WORK EXPERIENCE

### Policy Bazaar, Kolkata, INDIA - Host (2021 - 2023)

- Successfully drove sales initiatives for Policy Bazar in India from 2021 to 2023.
- Achieved and exceeded sales targets through strategic planning and effective client engagement.
- Developed strong product knowledge and communicated complex insurance concepts to diverse clientele, contributing to increased customer understanding and satisfaction.

### Aegis, Kolkata, INDIA - Customer Service Executive (2017 - 2020)

- Exceeded performance metrics, showcasing adaptability and efficient problem-solving.
- Implemented effective customer service policies, contributing to streamlined operations.
- Strong communication skills in English and regional languages, ensuring high customer satisfaction.

## EDUCATION

### Kurukshetra University, Haryana, India - B. Ed

2013 - 2015

Bachelor's in Education (53.00%)

### CSMJU, Kanpur, India - MA

2011 - 2013

Master of Arts in Geography (62.16%)

### University of Kalyani, India - BA

2008 - 2011

Bachelor of Arts in Geography (52.62%)

### Bara Andulia High School, HS

2006 - 2008

Higher Secondary in Arts Stream (68.60%)

### Bara Andulia High School, Secondary

2000 - 2006

Secondary Education (59.37%)

## COMPETENCIES

- Effective Communication
- Adaptability
- Collaboration
- Sales Strategy
- Product Knowledge
- Target Achievement

## LANGUAGES

- English
- Bengali
- Hindi