

# Sampada Hema

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As an Assistant Professor with 3years of experience successful contribution to teaching & development of students. Enthusiastic Asst. Professor well versed in online and offline teaching methods. Known for providing great support to both staff and students with approachable demeanor and excellent attention to detail. Good reputation for resolving problems and improving student's satisfaction.

## *Skills:*

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- Proficient MS Office and basic computational literacy, with typing speed 30-40 wpm
- Fluently handle Online and Offline system
- Have good knowledge of Internet browsing, Record Management
- 80% scored in MSCIT
- Easy handling of system
- Positive approach to Student counseling, guidance and help them to achieve their goal

## *Work History:*

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### **Assistant Professor:**

2017-2020

Prerna College of Commerce, Nagpur, Maharashtra

- Used variety of learning modalities and support materials to facilitate learning process and presentations including visual, oral and social learning modalities.
- Collaborated with colleagues on curriculum revision, evaluation of course syllabi and lesson plans.
- Created materials and exercise to illustrate application of course concepts
- Evaluated students progress through analysis of test scores
- Applied innovative teaching methods to encourage student learning objectives
- Building strong rapport t\with students through class discussions and academic advisement
- Helped struggling students by providing support outside of classrooms and consistently checking in on progress
- Performed research to serve as basis for academic writing for publications

## Customer Service Representative:

2014-2016

Star Union Dai-ichi Life Insurance Company

- Business Conservation Group (BCG), Renewal Dept
- Provided primary customer support to internal and external customers in fast paced environment
- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns
- Cultivated customer loyalty, promoted repeat customers and improved sales
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions
- Achieved and consistently exceeded revenue quota through product and services during routine calls

## Telecaller:

HDFC LIFE, Mumbai

- Delivered scripted sales talk to customer reached via manual and automatic dialing systems
- Delivered prepared sales pitch from script and persuaded potential customer to purchase product or services
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach
- Set up appointments with interested customers according to schedule availability
- By provided information about available products and services generated minimum 3-4 new leads each day

## *Education:*

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- Bachelor of Commerce (2006-2009) Nagpur University
- Master of Commerce (2009-2011) Nagpur University
- Master of Computer Management (2009-2012) Nagpur University
  - ◆ Dissertation- Forest Management
  - ◆ Coursework in Principle of Techniques and Management, VB, DBMS, MIS and QT & QR
- Master in Philosophy (2012-2013) Nagpur University
  - ◆ Marketing Management, Research Methodology and Teaching & Evaluation Techniques
  - ◆ Thesis – VALUE ADDED SERVICES PROVIDED BY BSNL
- Master of Business Administration (2020-Pursuing) Human Resource Management, JNU

## Additional Information:

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### BOOK PUBLISHED AS AUTHOR AND CO-AUTHOR:

#### MAIN-

- BCOM FY – COMPANY LAW
- BCOM TY – MANAGEMENT PROCESS
- BBA TY – PRINCIPLES OF OPERATIONS MANAGEMENT
- BCCA – BUSINESS LAW

#### CO-AUTHOR(SUPPORTING)-

- BCOM TY – AUDITING
- MCOM SY – ADV. COST MANAGEMENT

### Certifications:

- Certified with MAHARASHTRA CHAATRA SENA CADET, 2001-03, 'A' GRADE
- As Representative, successfully represented Navpratibha College in PAANI PARISHAD-2005 Intercollegiate level
- Certified with 89% in Late Sunilbabu Zade Memorial General Knowledge Contest
- 1st in Merit List, Certificate in classical singing from AKHIL BHAARTIYA GANDHARVA MAHAVIDYALAY MANDAL, MUMBAI

### Extraurricular activities:

- 1st Prize in Disc Throw, Intercollegiate Sports Competition
- Active participation in act NRUTYA NAATIKA in 2003
- Participated in dance and drama competition at school & colleges.
- Represent Junior college as "JALDOOT""Save Water-Save Life" in 2005
- Also certified with many more Drawing and Painting Competition (Interschool)

### Languages:

- English
- Marathi
- Hindi
- Kannada

### Interests:

Teaching, Learning new things, Read and Listen books and Novels

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