



UNNATI KUSHWAHA

CONTACT ME

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📍 290 Silver Park Colony,
Phase 1, Balyakheda,
Near Exotica Hotel, AB
Road Bypass, Indore,
MP

EDUCATION

-Master of Arts

**Dr. Harisingh Gour University,
Sagar**
CGPA: 8.57

-Bachelor of Arts

**Maharaja Chhatrasal
Bundelkhand University**

Percentage:
78.74%

-**Kendriya Vidyalaya, Sagar**

Class XII: 78.4%
Class X: 7.4 CGPA

TECHNICAL SKILLS

- MS Excel
- MS Word
- Google Sheets
- Customer Relationship Management
- Email Communication

PROFILE

Enthusiastic and adaptable professional with experience in customer service, insurance advisory, and communication training. Skilled in client handling, public speaking, and problem-solving with a passion for helping people and building strong professional relationships.

WORK EXPERIENCE

Ditto Insurance

March 2026-
May 2026

Insurance Advisor Trainee

- Learned policy comparison, claim processes, exclusions and more.
- Developed strong consultative selling & client communication skills through practical training sessions.

Amazon

July 2024-
January 2025

VCS-CAP Specialist

- Handled customer queries through multiple communication channels
- Resolved customer concerns efficiently while maintaining quality standards. Improved customer satisfaction through timely issue resolution.
- Collaborated with internal teams to ensure seamless customer experience.

Planet Spark

Dec 2022- July
2024

Public Speaking & Personality
Development Coach

Focused on teaching public speaking and personality development, inspiring growth, self-confidence, and impactful communication in learners.

Hobbies

- Public Speaking and Communication
- Content Creation
- Travelling and Exploring New Places
- Listening to Music
- Continuous Learning and Skill Development