

# SARAH ONYL KHAMBHATA

(MBA Student at Anand Institute of  
Management & Information Science, GTU)

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## CAREER OBJECTIVE

I am a driven MBA Finance student with hands-on experience in customer relations and sales, passionate about combining financial insight with strong people skills to deliver meaningful business results.

## EDUCATION QUALIFICATION

Education	University/board	Year of passing	Percentage/ CGPA
MBA- Pursuing (Finance Specialization)	GTU	Pursuing	9.05 CPI (Sem I & II)
PG Diploma	Conestoga College	2023	83.59 %
BBA	BAOU	2022	70%
H.S.C	GSEB	2019	74%
S.S.C	GSEB	2017	82%

## WORK EXPERIENCE:

### CUSTOMER SERVICE REPRESENTATIVE

CONCENTRIX - Vadodara, Gujarat [July 2020 to July 2021]

- Efficiently managed high call volumes and prioritized incoming inquiries.
- Assess and understand customer needs to ensure satisfaction and loyalty.
- Cultivate lasting trust and relationships through engaging communication methods.
- Provide precise and comprehensive information using appropriate tools.
- Meet targets, promptly address complaints, and maintain accurate records while adhering to company policies.

## **RELATIONSHIP MANAGER**

PARADISE CLUB – Vadodara, Gujarat [ August 2021 to Oct 2022]

- Create impactful sales presentations leading to increased conversion rates.
- Address objections and resolve conflicts effectively to enhance customer satisfaction.
- Cultivate and nurture enduring client relationships through proactive communication.
- Maintain a consistent level of productivity to meet or surpass targets.
- Offer guidance and assistance to new members in booking their initial holiday experiences.
- Generate high-quality referrals from satisfied customers.
- Ensure positive customer experiences through fair and courteous service delivery.

## **CASHIER/CUSTOMER SERVICE REPRESENTATIVE**

University of Guelph- Guelph, Ontario [ Sep 2023 to March 2024]

- Accurately processed cash, credit, and debit transactions while providing excellent customer service.
- Maintained a clean and organized workspace, handled returns, and assisted customers with inquiries and purchases.
- Supervised a range of payment methods, inventory management, and cash transactions while ensuring adherence to security protocols.
- Showcased adeptness in cash register operation and pivotal teamwork skills.
- Extended support to students with housing inquiries, providing necessary guidance and assistance.
- Assisted students in navigating various meal plans available at the residence cafeteria.
- Guided the recycling utensils program to promote sustainability initiatives within the residence community.

## **INTERNSHIP IN FINANCIAL SERVICE:**

Shah Financial Services [19 June 2025 to 31 July 2025]

- I learned how to make accounts on NSE, CAMS, & KARVY.
- Learned how to register new client, make new clients, how to raise complaints, how to get resolution for the clients and maintain their trust.
- How to maintain seamless customer relation and provide customer service.
- Learned how to analyze the investment goals of a new / existing clients and help them select funds accordingly to help them build a portfolio.
- Make a research report on “Impact of market volatility on sectoral V/S diversified mutual funds.”

## **AREAS OF INTEREST:**

- Banking
- Corporates

## **PROJECTS WORKED:**

### **1. IN GLOBAL BUSINESS MANAGEMENT:**

- Global Business Capstone
- Accounting Capstone
- Business Research Analytical Project- Visual Data Representation [ Excel]
- Project Management – Project Procurement [Excel]

## 2. IN MBA:

Summer Internship Project: Secured 2<sup>nd</sup> rank at Anusandhan-2024 (A state-level SIP competition) organized by Gujarat Technological University, on the Title “ An Analytical study on impact of market volatility on Sectoral V/S Diversified Mutual Funds.” At Shah Financial Services, Khambhat.

### **STRENGTHS AND SKILLS**

Customer Relationship Management

Presentation and Communication Skills

Leadership and Team Collaboration

Adaptability and Open-mindedness

Calm and Composed Under Pressure

Creative and Strategic Thinking

Strong Work Commitment and Ethics

Approachability and Positive Attitude

Problem Solving and Decision Making

Proficiency in MS Office (Excel, Word, PowerPoint)

### **PERSONAL INFORMATION**

Name : - Sarah Onyl Khambhata

Birth date : - 13/02/2002

Current Address : - Badri manzil, Vohorwad, Khambhat- 388620.

State : - Gujarat

Gender : - Female

Marital status : - Unmarried

Languages : - Hindi, English, Gujarati

Nationality : - Indian

## REFERENCES

Dr. Komal Shukla Assistant Professor - Academic Head, Anand Institute of Management & Information Science, Anand, Gujarat. (M) +91- 9825852650 (E) <a href="mailto:drkomalshukla7@gmail.com">drkomalshukla7@gmail.com</a>	Dr. Bindiya Soni, Head of Department, Anand Institute of Management & Information Science, Anand, Gujarat. (M) +91 – 9825039205 (E) <a href="mailto:drbindiyasoni@aimis.ac.in">drbindiyasoni@aimis.ac.in</a>
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## DECLARATION

I hereby declare that the above-mentioned information is accurate and to the best of my knowledge and beliefs.

Date: 13 October 2025

Place: Khambhat

Sarah Khambhata