DHAWAL SHARMA

**Add:** B-23, Vasant Enclave, Vasant Vihar

New Delhi – 110057

**D.O.B:**  10th July 1987

**Mobile:** +91-8447004851

**E-Mail:** [dhawal.sharma@aexp.com](mailto:dhawal.sharma@aexp.com)

**OBJECTIVE**

To associate my career as a Sales and Marketing professional with an organization where I can offer positive sales acumen, ability to work towards sales goal and excellence in providing exceptional customer services to increase sales base.

**QUALIFICATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COURSE** | **SCHOOL/COLLEGE** | **PLACE** | **SESSION** | **%** |
| P.G.D. in Business Management (Regular) | Edinburgh School Of Business | London | 2009 – 2010 | 60 |
| B. Com (Pass) | Delhi University (SOL) | New Delhi | 2005 – 2008 | 50 |
| A.I.S.S.C.E. (CBSE) | St. Mary’s School | New Delhi | 2004 – 2005 | 60 |
| A.I.S.S.E. (CBSE) | Central School | New Delhi | 2002 – 2003 | 55 |

**PROFESSIONAL EXPERIENCE**

**AMERICAN EXPRESS Jan2013 – Present Gurgaon**

*Implementation Associate – Global Corporate Payments*

* Responsible for end to end backend processing of Amex corporate card program for all asia pacific markets (Australia, New Zealand, Hong Kong, Singapore and Thailand)
* Won Implementer of the Quarter Award (Q1 2015) from head of implementations (JAPA) in June’2015 for being on top of the dashboard list amongst India & APA NCF implementers.
* Consistently achieving the targets DTFB and DUD rate MOM.
* Received blue rewards points from Head of implementation (JAPA) for Outstanding NCF Support to ANZ MM Acquisition team.
* Received appreciation from Head of implementation (JAPA) for achieving 0% DUD rate for ANZ in August and September 2014 and setting up a new benchmark for the ANZ market.

**TESCO PLC Oct2009 – May2012 London**

*Retail Sales Supervisor – Part Time*

* Worked under 24x7 flexible working conditions and catered the London market and helped the brand by creating friendly yet professional approach towards the customers with the help of consultative selling skills that resulted in increase in retail sales.
* Consistently received multiple appreciations from the customers of Tesco for providing them a great shopping experience.
* Diligently researching on the ways to build linkages with the customers to provide them the best product according to their needs and identifying the current and future trends that appeal them.
* Deepening the relationship with customers by cross selling of products.
* Managing the deep quality check of the perishable food items in the store.
* Supervising and coordinating staff activities.
* Handling customer questions, complaints and issues.
* Responsible for smooth operations within the store and efficient implementation of health & safety policies & procedure.
* Keep up with fluctuating demand & supply and monitor local competitors.
* Preparing reports regarding sales volume.

**RECOGNITION**

* Applauded by Implementation Manager for the Best NCF monthly team meeting presentation in Feb2014.
* Pro actively taking part in the monthly team meetings by presenting the knowledge sharing sessions in the presence of my Leaders with the team members.

**CERTIFICATION**

• Attained Health & Safety (Level 2) certification from British safety council in London, United Kingdom.

**ACHIEVEMENT**

* Won gold medal in Delhi state level bench press competition organized by Indian Power Lifting Federation in Jan2014.
* First runner up Delhi state level bench press competition held in July2008.

**HOBBIES & INTERESTS**

* Playing basketball
* Working out in Gym
* Reading books