



# Anmol Sharma

## Sales Associate | Customer Service Management

An articulate, persuasive, and competent individual with over 2 years of pioneering experience in Sales Management, Customer Service Management and Revenue Generation. Seeking to be a business leader in today's competitive corporate world to be able to drive the business dynamics towards the overall growth of the organization by putting all my best efforts and get the best practices to place for a mutually rewarding career.

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## WORK EXPERIENCE

### Sales Associate TTEC

05/2019 - Present

Ahmedabad, Gujarat, India

- Work as Sales Associate and drive the sales and organization's vision by evaluating new business opportunities through upselling, cross-selling and consultative selling to ensure the attainment of company business goals and profitability.
- Drive the End to End Sales Cycle including prospecting, qualifying, solution presenting, pricing and negotiating, and closures.
- Engage, retain and upsell existing customers by delivering amazing customer experiences.
- Handle sales activities for services and generate leads by developing key communications with customers.
- Own lead generation and conversion processes by monitoring sales conversion and improving ticket size through . Ensure to contribute to company's revenue/profit by achieving targets
- Liaise with cross-functional teams to ensure all elements work smoothly and efficiently together.
- Deliver exceptional customer service through customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

## EXTRAMURAL ENGAGEMENTS

Participated in National level program.

Participation in cultural, literacy and sports.

Won many competitions at Zonal and District level

Participated in various Workshops, Seminars, and Medical Camps.

## SKILLS

Sales Management

Revenue Generation

Product Management

Team Management

Customer Service  
Management

Relationship  
Management

## TECHNICAL SKILLS

### Tools & Technologies:

MS Office Suite (Word, Excel, PowerPoint)

## PERSONAL ATTRIBUTES

Impeccable Communication skills

Ardent

Resilience & Persistence

Proactive Attitude

## EDUCATION

### B.Com

ST. ANN'S Degree College for Women |  
Andhra University

2014

86%

### Intermediate

ST. ANN'S Junior College for Women |  
Board of Intermediate Education

2011

84%

### 10TH

M.H.G.G. High School | Punjab School  
Education Board

2009

72%

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Punjabi

Full Professional Proficiency