

# Bobbly Sharma



## Business Development Associate

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### 01 PROFILE

A hardworking and well-experienced employee in terms of Sales, Back-end Management, Customer Service, and Client Support with the experience I carry I have learned a lot throughout the journey here in Ahmadabad. Well, now I am looking for a better opportunity for the long term with the experience and Skill Set I have.

### 02 EMPLOYMENT HISTORY

04/2018 — 02/2019

#### Fraud Analyst at Motif/Ttec

Ahmedabad

- Well working as Fraud Analyst, my job was to prevent customers from Fraud or Scams by using Business tools and verifying the same information with a given source of the transaction(Bank).
- It helped me build communication skills and confidence in working in the business environment with my first experience.

02/2019 — 02/2020

#### Client Support Rep at Motif/Ttec

Ahmedabad

- Resolving customer queries and concerns with all the tools and rebuttals.
- Resolving by giving support to the customer, my job was to pitch for products as well to make sales out of.
- Learned a lot with regards to sales and customer service by achieving numbers target sales.
- Resolved more than 90% of Inquiries and Complaints, while as an Individual Increased sales by exceeding the sales target.

08/2020 — 05/2022

#### Client Support Executive at Micro Orbit Consultancy

Ahmedabad

- Experienced in sales and back-end management(With a team of more than 40+ Agents).
- Good experience in getting a number of sales in throughout the experience. I have set a record in the company as a newbie.
- Handling a number of Business Management tools like Salesforce for processing Orders, Outlook for Email Conversations, Pipedrive for Data Management.

07/2022—Present	ProcessAssociate at Zobone Outsourcing Ltd.	Ahmedabad
<ul style="list-style-type: none"> <li>Working for property management clients under the Uk process gained a lot of different experience</li> <li>Managing the properties by taking care of all the back office work.</li> <li>Handling business by daily communication via email, chats, and calls.</li> <li>Managing the work and keeping a track of it by daily tracker , booking appointments for clients .</li> <li>Applying for certifications and licence of the properties</li> <li>Preparing the monthly , quarterly and weekly reports.</li> <li>Weekly meetings with clients</li> </ul>		

03 EDUCATION

Jan 2013 — Jan 2015	Higher Secondary St Mary's State Boards	Shillong
Mar 2015 — Apr 2018	St Edmund's Bachelor in Commerce  Completed my Graduation back home. Good at Sports.	Shillong

04 SKILLS

Ability to Multitask	● ● ● ● ●	Customer Service	● ● ● ● ●
Problem Solving	● ● ● ● ●	Ability to Work in a Team	● ● ● ● ●
Adaptability	● ● ● ● ●	Microsoft Office	● ● ● ● ●
Time Management	● ● ● ● ●	Communication Skills	● ● ● ● ●
Fast Learner	● ● ● ● ●	Communication	● ● ● ● ●

05 LANGUAGES

English	● ● ● ● ●	Gorkhali	● ● ● ● ●
Hindi	● ● ● ● ●	Gujarati	● ● ● ● ●