**SATISH SHARMA** **Cell Phone : +91** **886 031 7900**

satish8759@gmail.com

**Objective:** To work efficiently and effectively in a globally competitive environment where my past experience and skills can be utilized to yield benefits of the job satisfaction, professional growth, and accomplishment of my organization and client and client’s objectives.

**Experience**:7 years

**Organization: Convergys India Pvt. Ltd**

**Tenure: Feb 2016 – November 2018 (2 Year 9 Months)**

**Job Responsibilities:**

* Worked with Convergys as Admin support for Australian clients.
* Handling Emails, from the clients to work on Corrective action forms.
* Formatting of the documents as per the clients’ defined pattern.
* Preparation of Timetable, Google classroom, Training Delivery Schedule.
* Collection of Validation, EOU from the trainers and taking care of Quality team.
* Troubleshooting with vendors if any issue occurred with tools.
* Preparing Webinars for the trainers and rest of the staff.
* Preparing session plans, weekly, monthly, quarterly and annual quality report.
* Preparing KPI’s for trainers and other staff members using servey monkey.
* Management of documents on Novacore.

**Organization: Dell International Services**

**Tenure: Apr 2014 – Feb 2016 (1 year 10 months)**

**Job Responsibilities:**

* Worked with Dell International as Technical Support for XPS, Inspiraon and Optilex series along with Printers For US and Canadian clients.
* Handling inbound Emails, chats and calls and resolving issues through remote desktop connection.
* Case logging for every email, chat or call to register client’s minor/major issue.
* Interacting with, different departments & Regular follow-up for in process cases and keeping client informed about the progress of the same.
* Maintaining record of logged cases to minimize the reoccurrences of the issues.
* Preparing monthly report of trending issues and presenting it to the management to find the permanent solution of the same.

**Organization: IBM GPS**

**Tenure: Jan 2011 – Mar 2014 (3 Years 2 Months)**

**Job Responsibilities:**

* Started working as Practitioner for US healthcare providers (Data processing, Claim processing).
* Handling inbound Emails, chats and calls and resolving issues from TPA’s/ Doctors’ office about account receivables.
* Maintaining record of logged cases to minimize the dispute.
* Accurate analysis of Subscribers’ Insurance information and deciding the fair payment.

**Tools have worked on:**

* MS office (Word, Excel Powerpoint and Outlook)
* Citrix (Go to Assist, Logmein), Team Viewer
* Microsoft windows 7 and 10
* Google classroom, wisenet, Novacore.
* CRM (Salesforce, ICRM)

**Academics:**

* MBA in HR and Marketing from Amity University.
* Graduated (Bachelor of computer applications) from Jiwaji University Gwalior in December 2010.
* Passed 10+2 from MP Board of Secendary Education in 2005.
* Business Writing Skills (Online Course)
* English Composition (Online Course)

**Personal Dossier:**

Father’s Name : Mr. Sita Prasad Sharma

Date of Birth : 12/May/1987

Gender : Male

Marital Status : Single

Address : E-402, Smita Apt.Vejalpur, Ahmedabad, 380051

Permanent address : Village- Patpara, District: Rewa, Madhaya Pradesh 484334

Linguistic Abilities : English, Hindi, Gujarati

Last CTC : 3.96 lac/ annum

Expected Salary : Negotiable

Notice period :NA

• I believe that your organization will provide me the opportunities to further develop the necessary skills needed for tomorrow’s environment in the industry.

• I hereby declare that the above details are true to the best of my knowledge and that I‘ll do my best for the good of the organization.

Place: Ahmedabad

Date: (Satish Sharma)