



📍 NOIDA, INDIA 201301

☎ 9628090033

✉ saketsharma401@gmail.com

SUMMARY

Experienced sales professional with 4.9 years of proven success in finance, banking, and retail sectors. I excel in building strong client relationships, identifying opportunities, and closing deals. My track record demonstrates a deep understanding of financial products, exceptional communication skills, and a results-driven mindset. Passionate about delivering excellent customer service and driving revenue growth.

SKILLS

- Operations Management
- Sales Monitoring
- Cost Reduction
- Complaint Handling
- Customer Service
- Staff Management
- Revenue Generation

SAKET SHARMA

EXPERIENCE

June 2023 – Till Date

Assistant Manager, India Mart Intermesh Ltd | Ghaziabad, India

- Managing customer service inquiries and complaints in a timely manner.
- Communicating regularly with customers to gain insights into their needs.
- Organizing schedules, workflows and shift coverage to meet expected business demands.
- Resolving conflicts between team members in an effective manner.
- Providing superior client service through follow-up communication.
- Attending to daily client service requests and provided support.
- Providing customer service support by responding to participant inquiries in promptly.

January 2023 - May 2023

Sr FSM, ICICI Prudential Life Insurance | Prayagraj, India

- Completed day-to-day duties accurately and efficiently.
- Identified valuable leads through several key methods, including social media, networking events, and targeted marketing.
- Maintained an accurate record of all sales activities in the CRM system.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Planned and completed group projects, working smoothly with others.

April 2019 - January 2023

Sr Sales Executive, HDFC Bank Ltd. | Prayagraj, India

- Prepared marketing campaign budgets with finance personnel.
- Developed business plans to successfully finance business ventures.
- Prepared and completed finance paperwork for customer transactions.
- Worked cross-functionally with marketing, sales and finance departments.
- Worked with finance department to file receipts and reimbursements.

EDUCATION

September 2017

Bachelor of Science | Computer Science

SHUATS, Prayagraj

MBA | HR & FINANCE 2024

Subharti University, Meerut

ACCOMPLISHMENTS

- Best performer of month Award sep-oct In **India Mart intermesh Ltd.**
- Trophy for **Star performer** of year 2021-2022 In **HDFC BANK LTD.**
- Trophy of valued contribution to the success of **North 1 Region** FY 2019 in **HDFC BANK LTD.**

LANGUAGES

Hindi:

English

PERSONALITY

- Punctual
- Honest
- Creative
- Dedicated

DECLARATION

I Hereby declare that the above written particulars are true to the best of my knowledge and belief.

Saket Sharma