



Madhvi Sharma

H.N. 50 Rukanpura Mainpuri Tiraha Shikohabad District Firozabad
Uttar Pradesh 205135

+916396124190 | madhavis099@gmail.com

Objective

Aiming to be associated with a progressive organization that gives me the scope to apply my skill and to involve as a part of Team and dynamically work towards the growth of the Organization. To be a member of a prestigious organization which offers absolute exposure challenge and bright career.

Experience

- CUK & Company** 8/02/2022 - 31/04/2023
(Customer service Representative)
 - Provided exceptional customer service, assisting customers with inquiries, resolving issues, and ensuring a positive shopping experience.
 - Developed strong communication and interpersonal skills while interacting with a diverse range of customers.
 - Demonstrated the ability to remain calm under pressure and handle challenging situations with professionalism.
 - Collaborated effectively with colleagues to ensure a seamless and efficient customer service process.
- Samsung authorised retail store Shikohabad** 1/02/2021 - 02/02/2022
(Team member)
 - Participated in a team effort to organize and carry out a variety of projects and events.
 - Showed excellent teamwork and collaboration abilities in organizing projects and attaining shared objectives.
 - Interacted with people from various backgrounds, displaying flexibility and cultural awareness.
 - Supported team decision-making and problem-solving, establishing a good and effective working environment.

Education

- Dr. Bhim Rao Ambedkar Agra University** 2022
Master of Arts (M.A) (English literature) Appearing
54%
- Dr. Bhim Rao Ambedkar Agra University** 2021
Bachelor of Arts (B.A)
54%
- U.P Board** 2018
Intermediate (XII)
60%
- U.P Board** 2016
High school (X)
70%

Skills

- Excellent communication and interpersonal skills, developed through customer service and volunteer experiences.
- Strong problem-solving abilities and the capacity to handle challenging situations with composure.
- Proven teamwork and collaboration skills, contributing to the success of various projects and initiatives.

- Exceptional attention to detail and a commitment to delivering high-quality service. Fluent in English and Hindi, facilitating effective communication with diverse passengers.

Achievements & Awards

- Always appreciated for the discipline and decorum maintained in the class as being a monitor.
- Awarded & appreciated with cash reward for being supportive team member and always being time punctual.

Interests

- Dancing
- Listening music
- Interacting with more peoples.

Apperance And Grooming

- As a member of the cabin crew, I am aware of how crucial it is to keep a polished appearance and adhere to grooming guidelines. I'm really proud of my professional appearance, which complies with the high standards of reputable airlines

Declaration

- I hereby state, to the best of my knowledge, that the information above is accurate in every way.