**RESUME**

**Piyush Sharma**

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**Professional Summary**

Results-driven professional with extensive experience in customer service, content moderation, and technical support. Adept at managing teams, resolving customer queries, and optimizing processes for efficiency. Strong leadership, communication, and analytical skills, with a proven track record of exceeding performance goals.

**Work Experience**

**Corporate Agency Manager**

HDFC Life Insurance  
**July 2024 – Present**

* Recruit, train, and manage staff to ensure high performance.
* Develop strategic business plans to drive sales and enhance customer service.
* Foster strong client relationships and provide personalized solutions.
* Monitor performance metrics and conduct data-driven analysis for improvement.
* Ensure full compliance with company policies and federal regulations.

**Senior Technical Support Associate**

Tech Mahindra (US Telecom Process – Verizon)  
**2023 – 2024**

* Resolved customer queries via chat, with a strong focus on up selling (70%).
* Worked as assistant team leader.
* Processed KYC for new customers and managed key team operations.
* Assisted as an assistant team lead, prepared performance reports, and set monthly goals.

**Customer Service Associate**

Amazon Development Center India Pvt Ltd  
**2018 – 2022**

* Managed international blended processes for Amazon Business.
* Delivered exceptional customer satisfaction through proactive issue resolution.
* Collected and analyzed customer feedback to enhance service strategies.

**Content Moderator / Transition Advisor**

Concentrix Daksh Service Pvt Ltd  
**2016 – 2017**

* Moderated online content to ensure compliance with platform policies.
* Managed and distributed content across digital platforms.
* Audited and categorized channels for monetization compliance.
* Resolved disputes filed by content creators efficiently.

**Customer Service Representative**

Reliance Jio  
**2016**

* Handled customer inquiries through a domestic voice process.

**Education**

**Master of Business Administration (MBA)**

Amity University – **2020**

**Bachelor of Business Administration (BBA)**

MDU Rohtak – **2016**

**Skills**

* Customer Service & Support
* Team Management
* Sales & Upselling
* Business Strategy Development
* Data Analysis
* Process Optimization
* Digital Marketing

**Certifications & Training**

* **Digital Marketing Course** – Digiperform
* **HR Skills Workshop** – Tareeqa Global Solution Pvt. Ltd

**Languages**

* English
* Hindi

**Piyush Sharma**