Anjali Sharma

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"Contribute to innovative, groundbreaking software solutions that meet business demand for agility, flexibility, mobility and a superb cloud experience."

Educational Qualifications:-

Examination	University/Board	Institute	Year
M.tech	-	NIT, Ranchi	(Pursuing)
B.tech	Ranchi University	St.Illuniz	2018
AISSCE	CBSE Board	DAV Public School	2015
AISCE	CBSE Board	DAV Public School	2013

Work Experience:-

- Delivered improvements to Call Center Hub. Created a modern new interface that contributed to a 15% increase in new user adoption rates within one month of rollout.
- Introduced Contact Analytics that provided actionable insights into customer interactions, improved agent performance and elevated the customer experience.
- Led solutions engineering and system redesigns that eliminated unnecessary and costly complexities in ABC's technologies, produced high-quality releases, and accelerated time-to-market by as much as 10%.
- Fueled additional revenue stream through highly responsive customer support, generating $1.5M in new license sales in FY2016.