

AAYUSHI SHARMA

Correspondence Address:

House No. – 292/2 Railway Colony, Rani Bagh,
Shakur Basti, New Delhi – 110034

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About Self:

I believe that hard work is the only key to success in life and thus I am always positive and put the best of my knowledge to achieve the desired goal and attain perfection.

Objective:

Seeking assignments in the organization of repute for an innovative and challenging environment. That can utilize my capabilities and education to be an asset for the firm and my best efforts to attain the organizational objectives.

Work Experiences:

Previous Employer: **Webhelp India Private Limited**

Designation: **Contact Center Associate in Adidas**
(September 2022 – Till now)

Previous Employer: **IGT Solutions Pvt. Ltd.**

Designation: **Process Associate in Expedia**
(April 2022 – August 2022)

Previous Employer: **MAX New York Life Insurance**

Designation: **Executive in Policy Cancellation Department**
(July 2019 – August 2020)

Previous Employer: **Concentrix India**

Designation: **Senior Practitioner in General Motors Customer Care Service**
(May 2017 – Sept2018)

Experience In:

- Proficient in customer service, handling the escalations.
- Policy cancellation procedures.
- Handling social media queries and providing appropriate solution.
- Auditing the calls for fellow colleagues and provide valuable feedback to improvise further.
- Supporting allocation for the team according to the different critical queues in the process. Realizing when to switch which associate to different queue as per the requirement.

Professional & Educational Qualification:

- Master's in mass communication (MMC) from G.J. University, Hisar
- Bachelor's in mass communication (BMC) from G.J. University, Hisar in 2011.
- Passed XII from CBSE BOARD
- Passed X from CBSE BOARD

Professional & Technical Skills:

- Proficient MS Office – Excel, Word, PowerPoint & Corel draw.
- Good hand in email writing skills.
- Communication Skills.
- Following the process protocols and doing what is right.

Strength:

- Punctuality, Hard Working, Believes in team work and Positive Thinking.
- Problem solving abilities.
- Willingness to learn new things.
- Dedication & Discipline.
- Good Communication Skills.

Language Known:

- Hindi
- English

Hobbies:

- Participated in swimming and volley ball competition
- Arts and crafting
- Travelling
- Music and Literature
- Spending time with family

Personal Profile:

Father's Name: Shri Mahesh Chand Sharma

Date of Birth: 19 July 1990

Marital Status: Married

Religion: Hindu

Nationality: Indian

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