

SHIVAM SHARMA

1011 Shree Krishna PG

Sector 33, Gurugram-122003

Mob No: 8909589871

Email id: shiv19am@gmail.com

Career Objective

Seeking a challenging career in an organization, which is oriented towards the latest knowledge of management and is savvy towards the development of its executives. I with my hands on knowledge of management and exposure in finance would put the best whatever I can to see that the organization in which I work achieve whatever it has aspired for.

Work Experience

- At present Working with **Avaal Technology India Pvt Ltd.- Gurugram** as a 'Customer Support Executive' since February 2021.

Job Responsibilities:-

- Responsible for serving International customers on calls and email for information and details customer is requiring by providing them complete training.
- Identifying and understanding the queries of Clients and clearing up their load from Customs through brokers and helping in creating manifest
- Coordinating with the dispatchers and the brokers and dealing on sensitive and priority cases
- Sorts and directs replying to incoming mail and process outgoing mail to the concern.
- Assisting and maintain a proper records of both old and new customer.
- Carrying out responsibilities in accordance with CBP & CBSA policies and procedure.

- Worked in **Raghunandan Capital (P) Ltd.- Agra** as a 'Research Executive' Agra (Stock brocking Company) for 1year 3months from August 2019 till Nov 2020.

Job Responsibilities:-

- Analyzing the price movement of various Stocks and Commodities Technically as well as fundamentally.
- Updating daily News, Corporate Action, Results and other data on different Internal software as well as on other Social media platform.
- Providing training to the team member on daily basis by assisting the upcoming movement of the market after technical analysis.

- Dealing with Clients over calls for informing them about the price movement of Stocks&Commodity.
- Maintaining daily database of Stocks and Commodities as well as keeping record of weekly Pick of the week data

Qualifications

(I) Professional Qualifications

Course	Institute Name	Year of Passing	University
MBA (2016-2018)	Seth Padam Chand Jain Institute of Commerce & Management, Agra	2018	Dr.B.R.Ambedkar University.
B.com(Voc) (2013-2016)	St. John' s College, Agra	2016	Dr.B.R.Ambedkar University.

(II) Academic Qualifications

Course	College Name	Year of Passing	Board
Intermediate	St. Peter' s College, Agra	2013	I.S.C
High School	St. Peter' s College, Agra	2011	I.C.S.E

Technical Skills

- Knowledge of Fundamentals of Computers.
- Database:- MS. Excel
- Application Tools:- MS-Excel, MS-office, MS- PowerPoint
- Tally ERP 9.

Achievements & Awards

- Presented research paper on “ **Impact Of Interest rate On Stock Market**” at national conference held at Dayalbagh Educational Institute, Agra.
- Presented research paper on “ **Green Accounting**” at international conference held at Dr. B R Ambedkar University, Agra.

Summer Training

Gupta Oversea' s Pvt Ltd Ladies Shoe Manufacturing Unit, Agra.
Report' s Title:- A brief study of Human Resource Management.

Personal Qualities

- Good leadership skill to set goal, empowerment and performance evaluation.
- Strong Problem solving skills to resolve issue quickly and fairly.

Personal skills

- .Interpersonal skills.
- Adaptability
- Leadership skills
- Communication skills
- Dedication to work and guts to face challenges.

Personal Details

Father' s Name: Rajkumar Sharma
DOB: 09 Jan 1992
Nationality: Indian.
Marital Status: Single.
Language: Hindi & English

Declaration

I here by declare that the above information furnished by me is true to the best of my knowledge. I understand that my candidature will stand cancelled if any discrepancy is found in the above information at any stage of pre or post requirement. I agree to provide sufficient evidence to justify the information provided above.

Date:-
Place:-

(Shivam Sharma)