

# NANCY SHARMA

SENIOR COORDINATOR



8837672426



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Amritsar, Punjab

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## Objective

Motivated and detail oriented sales and customer service professional with more than 4 years of supervisory experience seeking a management position. Seeking an opportunity to apply my advance knowledge of sale and customer service and my experience with team building and staff development.

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## Experience

### Allianz Partners 2019 - 2023

Senior Assistance Coordinator

Assisted agent's with any questions or escalated issue with customers. Investigated and resolved customer's inquiries and complaints in an empathetic manner. Met all customer call guidelines including service levels, handle time and productivity. Trained staff on operating procedures and company services

Reviewed work of junior associates, identified knowledge gaps, corrected mistakes and recommended changes to prevent future mistakes and improve performance

Managed data collection, visualization and reporting for projects of different scale and applications.

Worked independently and with team to provide profitable contributions to department's venture.

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## Education

**2019**

Guru Nanak Dev University, Amritsar

**Master of Arts, Economics**

**2017**

BBK DAV College for women's, Amritsar

**Bachelor of Arts, Economics**

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## **Skills**

- Active Listening
- Adaptability
- Attention to detail
- Bilingual customer support
- Building customer loyalty
- Communication
- Organizational skills
- Strong collaborative skills
- Patient and diligent
- Result oriented professional with strong analytical and interpersonal skills

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## **Professional Affiliations**

- Employee of the Month
- Mentorship or Leadership Award
- Worked directly with senior Management scheduling their meeting and other appointments on daily basis
- Communicated with 20 plus company partners and client on daily basis

**Nancy Sharma**