

## **CURRICULUM VITAE**

**Priyanka Sharma**

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### **Career Objective and Vision :**

Goal oriented professional with strong communication skills, experience in backend operations .Highly motivated and driven to achieve set goals and targets, with ability to multitask various duties and responsibilities without sacrificing quality of work.

### **Highlights:**

- Strong knowledge of soft skills affecting the overall functioning of various industries.
- Excellent evaluative assessment and training skills.
- Good verbal and written communication skills.
- Good interpersonal abilities.
- In-depth knowledge of Emotional Quotient as related to organizations

### **Work experience:**

#### **Tata Business Service Support Pvt. Ltd, Mohali.**

November 2014 to April 2017

##### **Sales Executive**

- Expertise in handling sales & marketing of internet based products in north & south.
- Self-motivated and committed, with a desire to achieve goals and targets
- Adept in making sales phone calls to effectively convey message.
- Skilled in remaining calm and courteous during high-pressure situations
- Worked to stay up-to-date regarding products and offerings
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#### **Conneqt Business Solution Pvt Ltd, Mohali.**

October 2017 to August 2019

##### **Sr. Escalation Desk**

- To provide trouble shooting steps on calls.
- To handle escalations customer's queries and provide best way to resolution.
- Problem Solving /Decision Making Ability to identify & understand issues, problems & opportunities.
- Answered questions, comments, concerns relating to our services and products.

#### **Arcis E Services Pvt. Ltd, Gurugram.**

December 2019 to July 2021

##### **Team Member**

- Presently handling the HNI /NRI portfolio for Bajaj Allianz Life Insurance Company ,
- Dealing with existing client HNI /NRI portfolio base.
- Also handling inbound and outbound calls related to product and resolving their service related issues.
- Team player with positive work ethic.
- Good closing skill.

## ADG Online Solutions Pvt. Ltd, Delhi

July 2021 to October, 2021

### **Technical Associate**

- Presently handling the portfolio for Ministry of Labour & Employment Government of India in collaboration of Broadcasting Engineering Consultant India Limited.
- Worked on the several projects like All India Quarterly Establishment Employment Survey (**AQEEES**) for Quarter-1 & Quarter-2 & Migrant Worker Surveys (**MWS**).
- Managing Technical & Non Technical queries related to Inbound & Outbound Calls .
- Maintaining Daily Productivity Report & Other task assigned reports on daily basis.

### **Professional Achievements:**

- Awarded as Best Employee of the month
- Achievement of monthly targets with maximum no of conversion
- Joined Arcis as Team Member after the completion of six months promoted as subject matter expert (**SME**) to take Care for the upcoming new joiners to help them during their On Job Training (**OJT**) Period related to their conversion ratio quality scores & shared a live call barging feedback on a real time basis in terms of better productivity along with higher conversions.

### **Personal Qualities :**

- Highly professional, ethical, and caring & environment.
- Knowledge of MS Office, excel skills.
- Strong motivational and logical skills
- Flexibility & Adaptability.
- Ability to be resourceful.

### **Qualifications & Hobbies:**

- Master of Business Administration – (IT & HR) from Punjab technical university in 2012.
- Bachelor of Computer Application from Guru Nanak Dev University in 2010.
- Net Surfing.
- Internet marketing
- Travelling.
- Drawing, sketching & painting
- Art & craft
- Dancing & singing
- Cooking & baking

DOB– 24 August 1989

Priyanka Sharma

