**MAHAK SHARMA**

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Career Snapshot

Seeking a Responsible and Challenging position within a Dynamic Organization where my extensive knowledge, skills, and experience may contribute towards the building up of healthy relationships for the organization.

**Area of Expertise**

* Data Science
* CAD
* 1+ years as an HR Manager and EA working on Zoho Software.
* 3+ years in the field of Customer Relationship Manager, dealing with Shopify, Shiprocket, Chatra chat process Software.
* Scheduling on Amazon and Flipkart generating invoices and adhering to claims when necessary.
* Maintained healthy customer bonds with the organization via the mail-to-mail process.
* Punctuality-oriented work.

**Educational Qualification**

* Pursuing Data Science from Great Learning Ongoing
* CAD Specialization in Architecture 2021
* MBA in Finance from Sikkim Manipal University (correspondence) 2017
* B-ed from Central Academy, MDS University, Ajmer (Raj.) 2015
* Bachelor in Arts from Sophia College, MDS University, Ajmer (Raj.) 2009
* AISSCE from St. Mary’s Convent School Ajmer (Raj.) 2006
* Secondary from St. Mary’s Convent School, Ajmer (Raj.) 2004

**Organizational Experience**

**1. Working in Seva Enterprise LLP as an EA & H**R Manager From Sep. 27, 2021  
KRA

* Hiring candidates with CS, CA, IT, and MBA profile
* Working on Zoho Platform (Zoho People, Desk, Cliq, Meeting, Payroll, Sign, Connect, Work Drive, and Survey).
* Acknowledgment Emails/Conducting Interviews/Salary Negotiation.
* Handling Conflict Management.
* Taking care of the Induction/Onboarding process to the Exit formalities.
* Every day coordination with the management/Evaluations/HR-related tasks.
* Accounting of US Foods on R365 Software

**2. Completed Internship in HR from Marketing Mantra** June 20, 2021 – September 20, 2021   
**Key Responsibilities:**

* Taking Interviews of students for Public Relations/legal profiles.
* Providing Induction sessions and assigning tasks to the new candidates.
* Preparing job profiles for hiring/Conducting Google meetings.
* Providing assignments to the new hires.

**3. Worked in Simply Dhanari E-Commerce Pvt. Ltd. as a CRM** Jan 2018 – July 2021

**Role**: Sr. Customer Relationship Manager

**Team Size**: 2

**Key Responsibilities**:

* Scheduling the products ordered through Flipkart, Amazon, and Shiprocket software.
* Keeping a record of the product orders, Returns, and Invoices by the customers via excel sheets.
* Processing the Claim in Amazon & Flipkart if required.
* Resolving issues of the customers via mail.
* Assigning the calling details work to my Team members and keeping a regular check on their work.
* Reporting day-to-day progress and feedback to my Managing Director.

**4. Worked as a CRM in Nirala India (Hills)** Aug 2016 – Oct 2017

**Role**: Front office/HR/ cum CRM officer

**Team size**: 2

**Key Responsibilities**:

* Handling/ building Customer relationships.
* Maintaining Records of Customers regarding Payment due, Interest charged Receipts, and the Customer’s Visits/Quires/Background checks.
* Keeping hold of Registry’s done off the finalized Apartments.
* Attendance records and Payroll functions of HR.
* Keeping hold of Maintenance, sale, and settlement deeds of the Customers.
* Resolving issues of the customers through healthy discussions.
* Conducting Interviews and assigning work to the tele sales Department.

**5. Worked in the Presidency school** July 2015 - July 2016

**Role**: Sr. Teacher of Pol Sc/Eco.

**Team Size**: 4

**Key Responsibilities:**

* Teaching Political Science /Economics to 9th to 12th classes
* Providing Assignments and maintaining a Record
* Inculcating Practical sessions with healthy discussions on relevant topics.
* Maintaining an approachable attitude towards Team members.
* Coordination with Team members.

**6. Worked as an Office Assistant at MIST Ajmer**  July 12 - Dec 12

**Role:** Office Assistant

**Team Size**: 2

**Key Responsibilities**:

* Explaining to parents about different courses, study methods through which students are being inculcated, fee structures, Assignments & Examination Modules.
* Preparing a list of students admitted, their fee deposits, a record of their document’s submission, Exam Module & Score records
* Counseling of students regarding their courses, & careers.
* Invigilation of the Exams conducted.
* Assigning responsibilities to my Team members.

**Seminars Attended**

* Personality Development Career Launches Forums conducted by Sophia College.
* Soft skills and Psychological Seminars conducted by Sophia College.
* C.B.S.E. Seminar by Maheshwari International School, (Kishangarh).
* Industrial Visit to R.K. Marbles, (Kishangarh) by Sophia College.

**Personal Details**

**Nationality**: Indian

**Sex**: Female

**Marital Status**: Unmarried

**Date of Birth**: 4th Oct. 1988

**Language known**: English and Hindi

**Strength**: Positive attitude, strong willpower, Quick learner, good communication

**Hobbies**: web surfing, playing outdoor games, watching movies, listening to music.

**DATE: SIGNATURE**