

# JIGYASA SHARMA

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## PROFESSIONAL SUMMARY

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Detail oriented and people focused professional with 2+ years of experience in HR recruitment, customer relationship management, and team coordination. Strong ability in talent acquisition, workforce planning, training, and building high performance teams. Seeking a growth oriented role to contribute through efficient hiring, interpersonal communication, and process improvement.

## EDUCATION

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**Bachelor of Commerce (B.Com), MAHGU** 2024

## SKILLS

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<b>HR &amp; People Mgmt</b>	Recruitment, Talent Acquisition, Onboarding, Training, Interviewing
<b>Business &amp; CRM</b>	Customer Relationship Management, Client Handling, Data Handling
<b>Technical Tools</b>	MS Excel, MS Word, MS PowerPoint, CRM Software (Zoho CRM, Salesforce basics)
<b>Finance Knowledge</b>	Loans, Investments, Securities

## PROFESSIONAL EXPERIENCE

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**HR Recruiter** Sep 2024 - Aug 2025  
Rajkot Pipe Pvt. Ltd., Rajkot

- Reduced time-to-hire by improving screening and interview coordination for multiple departments.
- Filled technical and non-technical positions across manufacturing, admin, and operations teams.
- Collaborated with managers for requirement planning and maintained structured HR documentation.
- Supported onboarding processes, ensuring smooth orientation and compliance.

**Customer Relationship Manager** Jul 2022 - Aug 2024  
SDAL Mart Pvt. Ltd., Jaipur

- Enhanced customer engagement and retention through data-backed CRM insights and follow-ups.
- Resolved customer queries efficiently, maintaining a consistently high satisfaction rate.
- Coordinated between internal departments for timely service delivery and issue escalation.
- Managed customer profiles, purchase patterns, and service histories to improve experience.

**Team Leader** Aug 2020 - Oct 2021  
Southern Finserve Pvt. Ltd., Jaipur

- Supervised a team of sales and service representatives, meeting monthly operational targets.
- Implemented structured workflows and delivered training sessions that improved team productivity.
- Maintained a positive work environment, which contributed to reduced team turnover.
- Monitored daily performance metrics and guided team members to improve output.

## CERTIFICATIONS & TRAINING

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Microsoft Office Advanced Training (2023)  
CRM Tools & Customer Service Excellence Workshop (2022)  
Financial Basics: Investments & Securities (2021)