

JIGYASA SHARMA

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PROFESSIONAL SUMMARY

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

Bachelor of Commerce (B.Com), MAHGU

2024

SKILLS

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

PROFESSIONAL EXPERIENCE

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

Microsoft Office Advanced Training (2023)

CRM Tools & Customer Service Excellence Workshop (2022)

Financial Basics: Investments & Securities (2021)