**CURRICULAM VITAE**

RAVINA GANESH SHARMA

Contact No: 9067766891

Add : Bansal City, Flat No-05,”B” BLDG,

Dighi Road, Gangotri Park

Bhosari-411039

City : Pune

State : Maharashtra

E-mail Id : sharmaravina281@gmail.com

**Career Objective**:

To continuously enhance my knowledge, skills and experience by getting involved in challenging work environment and utilize them for organizational and personal growth to the best of my ability

**Educational Qualifications:**

= LAW GRADUATE from Dr D.Y.Patil College Pimpri Pune - 411018

= Passed HSC from Maharashtra Board, Pune with 68.00%

= Passed SSC from Maharashtra Board, Pune with 65.00%

**Skill Sets:**

= Good presentation skills

= Team player with ability to work under pressure

= Hard working and disciplined

**Work Experience**

**REDBUS(Go Ibibo Pvt Ltd) - 26/09/2019 to 14/10/2020**

Roles and Responsibilities:-

1. Working for RedBus escalation team as escalation executive (Outbound process - Senior Investigation team)

1. Handling all the customers queries and escalation regarding bus service and providing accurate resolution to the customers.
2. Handling two parties on call- Customers and Bus operators so that they agree to a particular resolution.
3. Keeping the CSAT,Tat and quality so that there is no loss for company.
4. Providing on call solutions for various queries/escalation raised by customers.
5. Worked on Salesforce and AMEYO.

Achievements-

Awarded 2 times as star of the Month.

Always a top performer in the process with rating of more than 4.

Recognized for keeping the quality of the escalation calls and resolution of customer queries on time.

Recognized for meeting the target on provided timeline.

Recognized for receiving appreciation from customers.

**Tata Consultancy Services (Bajaj Emi) – 19/12/2018 to 7/06/2019 .**

Roles and Responsibilities –

1. Working for Bajaj EMI cards as an process associate (Inbound Process).
2. Handling all the queries of customer regarding the EMI cards and providing accurate solutions for the same.
3. Also cross selling personal loan products to existing Bajaj card holders.
4. Handling all the queries regarding the EMI card individually.

**Q CONNEQT – 17/5/2017 to 02/11/2018**.

Roles and Responsibilities –

Worked with 2 different processes-

1. Sikkim Manipal University-

1)Sales Executive for Sikkim Manipal University distance learning process.

2)Taking admission on call for certified courses and courses like MBA,BA etc.

3) Continuously interacting and taking follow up for admission.

4) Taking online admission on call and completing the payment also on call.

5) Continuously taking follow up and interacting with students.

B)TATA MOTORS-HEXA PROCESS-

1. Sales Executive for passenger vehicle for TATA Motors.
2. Continuously liaising with clients to provide information regarding the product and its benefits.
3. Liaising with clients starting from test drives to finalizing purchase of the vehicle also providing post delivery services and feedback check for services provided.

Achievement-

Awarded as the Star of the Month for more than 6 times and awarded as Wow Award with a trophy.

Always a top performer in the process.

**COMPUTER SKILLS**

Basics in computer, Microsoft Excel, Microsoft word, Microsoft PowerPoint

**PERSONAL DETAILS**

Full name : Ravina Ganesh Sharma

Father’s Name : Sh. Ganesh Nandram Sharma

Date of Birth : 24th March 1996

Gender : Female

Present and Permanent Address : Bansal City, Flat No-05,”B”Bldg,

Dighi Road,Gangotri Park,

Bhosari-411039

Marital Status : Unmarried

Nationality : Indian

Languages Known : Hindi, Marathi & English

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**(RAVINA GANESH SHARMA)**