**Curriculum Vitae**

**Personal Details**

Name: Tushar Karann Sharma   
D.O.B: 06/08/1981 Contact Information: 07779769725 [kanutsharma@gmail.com]  
Address: 129 Bushmore Road, Hall Green, B28 9QY Full UK Driver’s License since 2011  
Nationality: Indian

**Profile**

An enthusiastic, honest, and hard-working individual, who strives for perfection and is always keen to learn. I have enjoyed all aspects of Railway Industry; I feel my training has enabled me to develop good communicational skills and I feel I have enhanced my Costumer Service management skills during this time.

**Education & Qualifications**

* **University Of finance & Management Poland**

One year diploma in Marketing

* **K.L.S.D. College India 1999-2001**
* *A-Levels*: English (**B**), Political Science (**B**), Physical Education (**B**)

**New senior Secondary School India 1991-1999**

* *11 GCSEs*:  **English, Hindi, Maths, Science, History.**

**Previous employment / Railway Placements 2008 -2011 (Revenue Inspector)**

For the last 3 Years I have worked for Chilterns Railways Company, my role in this position involved Checking Tickets, Health & Safety and customer support. I gained valuable experience in developing good customer management skills and interpersonal skills with potential customers. The role developed my skills in working independently and making decisions as well as providing me with opportunities to work within a team environment. I feel working within this industry has given me experience in the customer service environment

* I started Railway Job in summer 2008- to April 2011 (Moor Street Station)
* High level of Customer Service (Train Times Schedule, Selling Tickets, Issuing Penalty Fears)
* Facing and Managing unexpected situation & Staying Calm ( train disruptions, Line failure, Disputes)
* One year I worked as a supervisor also for training new Staff.

**Interests & Extra-Curricular Activities**

Some of my key interests include travelling and playing sports, especially cricket where I captained my school team and I have been a member of Ludhiana Cricket Club (India) for three seasons [1998-2000] during the 1999 we gained promotion into the Ludhiana (India) Division League one and maintained that position until 2000. This experience has helped to further develop my teamwork and leadership skills as well as my communication skills. I enjoy driving and I have taken part in Track Days held across the Punjab (India) I also occasionally enjoy playing badminton and football. I enjoy socialising and travelling with my friends and have organised a number of excursions.

**Achievements**

* Voluntary work carried out at my local Hindu Community Centre
* Taking part of yoga Classes In Hall green Library it helps to developed my Communications Skills

**Additional Skills**

* Excellent organisational and time management skills
* Proficient with all Microsoft Office programmes and very computer and internet literate
* A good ability searching for journals and abstracts
* English, Polish, Punjabi, Hindi and Urdu
* Excellent interpersonal skills
* Completed a Basic Life Support course

**References**

***Mr. Collin Hutchison***

***Moor street station***

***Mr. Vinod kumar***

***33 Etwall road***

***Hall Green***

***Birmingham***

***B28 9QY***

***07896 751515***