

Swati Sharma

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Objective:

To occupy a position of responsibility in the organization which provides an environment where my professional and personal skills can be optimally utilized and enhanced thereby contributing my best towards the organizational growth as well as my personal growth.

Academic Qualification

Examination	Year	Institution	Performance
BBA	2019	AMITY UNIVERSITY	67.3
12th	2016	C.B.S.E	68%
10th	2014	C.B.S.E	7.8 CGPA

Professional Experience

- Current Organization – **Canon India Pvt. Ltd.**
- Designation – Service Executive
- Period – March 2018 to till date

Abilities & Strengths

- Dedicated and willing to learn.
- Dynamic, flexible and easily to communicate with people.
- Ability to deliver results in stipulated deadlines.

Computer Proficiency

- Working experience of MS-Office applications (MS-Word, MS-Excel, and MS-Power point)
- Outlook

Key Responsibility Areas

- Handling daily walk in customers.

- Asking customer regarding approval for the repair charges on the product.
- Listening to customer queries and giving resolution.
- Looking after LEVEL 1 Escalations.
- Informing customer regarding status of their product, any other query.
- Billing, handling accounts (cash).

Hobbies

- Reading books
- Travelling
- Exploring new things
- Listening to music

Major Clients Handled (Camera world)

- NDTV
- TV TODAY NETWORK
- AMAZON
- FLIPKART
- MYNTRA JABONG PVT LTD
- ZEE MEDIA

Personal Details

Date of Birth: 20 February 1998

Father's Name: Mr. Raj Kumar Sharma

Mother's Name: Mrs. Neena Sharma

Marital Status: Unmarried

Languages known: English, Hindi, Punjabi, German (basics)

I hereby declare that all the information provided in this resume is true to the best of my knowledge & belief.

(Swati Sharma)