

# **CURRICULUM VITAE**

## **ASHOK SHARMA**

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**CAREER OBJECTIVE:** I am always forward looking so I always want to do better in an environment which relates to my future.

ACADEMIC QUALIFICATION		
Degree/Class	University/institution	Year Of Passing
Higher Secondary (10th)	C.B.S.E DELHI	2007
Senior Secondary (10+2)	C.B.S.E DELHI	2009
Graduation (BBA)	Sikkim Manipal University	2013

## **Work History**

### ➤ **WORKING WITH “SRI NITYA INTERNATIONAL PVT. LTD.” – DWARKA (DELHI)**

- **TENURE: AUGUST ‘2020’ TO TILL**
- **DESIGNATION: BACK OFFICE EXECUTIVE**

### **Roles and Responsibilities:**

- Preparing Power Point and Log report related to RO (Requested Order) and send to client.
- Uploading Advertisement video as per Client Requested Order.
- Preparing Proposal, Cover Letter and Quotation.
- Preparing Maintenance sheet as per the technical report.
- Preparing Expenses & Conveyance report on daily basis & submit to Account Dept. before end of the month.
- Undertake the tasks of receiving calls, take messages and routing correspondence.
- Make travel arrangements.
- Monitor office supplies and research advantageous deals or suppliers & Checking Office Inventory on daily basis.
- Organize a filing system for important and confidential company documents.
- Answer queries by employees and clients.

➤ **WORKED WITH “ABS LOGISTICS” – KIRTI NAGAR (DELHI)**

- **TENURE: APRIL ‘2018’ TO DECEMBER ‘2019’**
- **DESIGNATION: BACK OFFICE EXECUTIVE**

**Roles and Responsibilities:**

- Gathering the data from different department and make summary over excel/word as per management requirement.
- Performing basic duties including handling emails, data managing and providing report.
- Coordinate with Sales Team, Invoice Team and Warehouse to resolve query.
- Assist inventory controlling staff in maintaining inventory records.
- Shipment Tracking & Updating the customer on timely basis.
- Maintain File’s record.

➤ **WORKED WITH “MAGGO NOTARY” – DWARKA (DELHI)**

- **TENURE: MAY ‘2017’ – MARCH ‘2018’**
- **DESIGNATION: PUBLIC RELATIONS ASSISTANT**

**Roles and Responsibilities:**

- Handling affidavits, contracts, loan documents, marriage certificates, and other legal documents(GPA/SPA/WILL)
- Document execution (legally binding signatures)
- Identifying fraud or coercion
- Completing the notaries certificate on all documents
- Being present at the time of document execution
- Maintain All File Records
- Maintain All Daily Cash Records

➤ **WORKED WITH “OSW FOUNTAINS PVT LTD – JANAKPURI (DELHI)**

- **TENURE: AUGUST ‘2013’ TO JANUARY ‘2016’**
- **DESIGNATION: DATA ENTRY OPERATOR**

**Roles and Responsibilities:**

- Prepares, compiles, and sorts documents for data entry.
- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information
- Research and obtain further information for incomplete documents.
- Performs high-volume data entry using word processing, spreadsheet, database, or other computer software.

- Performs regular backups to ensure data preservation.
- Maintains a filing system and protects confidential customer information.

➤ **WORKED WITH “ SPANCO BPO” – GURUGRAM**

- **TENURE: FEBRUARY ‘2011’ TO SEPTEMBER ‘2012’**
- **DESIGNATION: CUSTOMER CARE EXECUTIVE**

**Roles and Responsibilities:**

- Managing incoming calls and customer service inquiries
- Identify and assess customers’ needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

➤ **PROFESSIONAL SKILL**

- Strong Communication and time management skills.
- Teamwork skills.
- Ability of keep calm under pressure.

➤ **COMPUTER SKILLS**

- Microsoft Office.
- Typing speed 35 & above.
- Email handling.
- Internet surfing.
- Knowledge of Tally ERP9

**Personal Information**

<b>Father’s Name</b>	:	Shri. B.L Sharma
<b>Date of birth</b>	:	24-10-1990
<b>Gender</b>	:	Male
<b>Marital Status</b>	:	unmarried
<b>Language</b>	:	Hindi, English