

# ANOURAG SHARMA

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## Contact Details

H. No. 2454, H.B.C, Sector 7-A Faridabad

Haryana – 121006

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## **CAREER OBJECTIVES:**

Intend to build a career with leading corporate of Hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work in a competitive environment where I and my employer both can get benefitted with my contributions.

## **CAREER SUMMARY:**

1. Total 1.4-year experience in product services.
2. Have an experience of handling a quantity of customer in a day.
3. Have an ability to supervise and manage field service team to provide optimum service.
4. Handling customer side issues and provides quick solution to issues.
5. Tracked and monitored daily workloads to ensure client expectations are met.
6. Handled major customer incidents, such as security issues and issuing of return authorization to customer.
7. Managed daily technical operations through company's relationship management software and Microsoft excel.

## **WORK EXPERIENCE:**

**Organization name:** Adonis Electronic Private Limited

**Partner Company:** Onida Electronic Private limited, BPL Limited, Lumx ,OG heavy Duty, Intec

**Total Work Experience:** 1year and 4month

**Designation:** Area Service Incharge

**Domain:** Services (After Sales in Consumer Electronics)

## **HANDS ON EXPERIENCE:**

1. Work closely with the Product Support Manager and Development Teams to provide customer feedback.

2. Work closely with product management team to provide customer feedback and assist in product direction.
3. Assist with management of client escalations regarding service products – plan and execute resolution.
4. Working knowledge of Crm software and Microsoft excel.
5. Excellent analytical and problem skills, an ability to understand complex problems and generate appropriate solutions.
6. Tracking and controlling the on-field engineers/technicians.
7. Time to time dealer visit as per requirement.
8. Time to time product training to the field engineers to update their skills.
9. Achieve customer satisfaction up to 75%.
10. Resolve/Escalate problems which includes technical, warranty, legal.

### **SKILL SET**

1. Microsoft word, Power point
2. Excel Basis (V- look up, look up, Pivot Table, Flash Fill, Financial Functions: PMT, IPMT, PPMT, Match, Index, Transpose)
3. Excel Advance (Hyperlinks, Dynamic Drop-List, Sum Product, Macros, Advance number formatting, Power Pivot, Array Functions, If error)
4. Working knowledge of crm software.

### **ACHIEVEMENTS:**

1. Cleared State bank of India Preliminary Examinations in 2016.
2. Won many sports awards during my school days.
3. Won many 100 meter and relay races in school.
4. I was active participant of cultural events in school.

### **QUALIFICATION:**

- **Bachelor of Technology:** From GS Modern Vidya Niketan School of Eng. and Technology, Affiliated to MDU University, Haryana) with 60% in year 2015.

### **STRENGTHS:**

1. Perform task efficiently in any kind of situation as far as possible.
2. Ready to shoulder challenges & try to beat them.
3. Firm determination towards my work.
4. Optimistic & Punctuality.

**PERSONAL DETAILS:**

1. Name: Anourag Sharma
2. Father's Name: Ramesh Sharma
3. Nationality: Indian
4. Date of Birth: 20<sup>th</sup> November, 1992
5. Marital Status: Bachelor
6. Language Known: English, Hindi
7. Address: H.No.2454, H.B.C Sector 7A,  
Faridabad, Haryana PIN:121006

I hereby, declare that all the information mentioned above is true to the best of my knowledge.

Date:

Place: Faridabad

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