Praveen Kumar Sharma

D5-6, Golf Link Society, Dwarka, Sector 23B, New Delhi-77  
Mobile No: 9958417818  
Email: [praveen.sharma270@gmail.com](mailto:praveen.sharma270@gmail.com)

**Career Objective: -**  
  
Over 10 years of experience in sales & customer service LOB, I have taken key role in improving customer experience and revenue through the following tactics: mentoring, directing, supervising overall functions and staff of customer service operation, handling top-notch professional support services, providing personal interaction, generating revenue and resolving client inquiries.

**Key Roles: -**

* Revenue Generation
* Customer Relationship Management
* Escalations Management
* Client Management
* Reporting and Analytics
* Continuous Process Improvement
* People Management
* Strategic Planning
* Attrition & Shrinkage Management

**Skills: -**

* Operation Management
* Teamwork skills
* Professionalism and work ethic
* Leadership and management
* Performance Evaluations
* Customer Relations Specialist

**Responsibilities: -**

* Working with General Manager to improve overall Operations & Customer Service Process
* Building relationships with customers and managed accounts to drive revenue and profit
* Providing excellent customer service to maintain and improve customer relations, strengthen loyalty and increase product and service sales
* Monitoring employee productivity and optimizing procedures to reduce costs
* Boosting team performance with enhanced employee evaluation process
* Collaborating with process owners to refine procedures, devise best practice and correct quality findings
* Monitoring customer feedback to devise business strategies and determine process improvements for better customer experience
* Documenting safety action plans, quality initiatives and team performance in system
* Verifying compliance with best business practices throughout the organization
* Reviewing repeated issues within operation and business management to solve problems and improve company outcomes
* Increasing customer retention by developing and offering discount & goodies options in the system
* Monitoring and reporting on trends in customer interaction to evaluate processes and capitalize on improvement opportunities
* Reviewing active/open tickets and following-up with customer support personnel to resolve root cause of delay
* Collaborating with clients to maintain relationships and provide customers with through support and guidance
* Meeting respective teams weekly and monthly and discussing their performance and process improvement techniques
* Helping process to increase revenue by implementing effective sales strategies
* Achieving weekly and monthly CSAT benchmark given by the organization and clients
* Responsible for day to day revenue target and making sure 100% delivery with quality
* Handling all type of escalations for site receiving from various sources like: - Internal escalation, Via Support mails, Client escalations and from BBB
* Managing refunds & CBs’ since 2015 which are the backbone of the process
* Working as bridge between the company and clients
* Conducting weekly and monthly QA training sessions for betterment of the process
* Managing daily & monthly Attrition & Shrinkage for overall operation and managing operation successfully
* Conducting monthly review with supervisors and discussing their & agents’ performance for annual appraisal

**Employer: -**

* Worked as Customer Care Executive in Navigant Technologies from Jan’10 to Nov’10
* Worked as Customer Sales Representative in Quatrro BPO Solution from Dec’10 to June’11
* Started working with STLC in Nov’11 as Sales Executive
* Promoted as Team Lead – Customer Service & Sales in Jan’14
* Promoted as Assistant Manager – Sales & Customer Service in Jan’15
* Promoted as Deputy Manager – Sales & Customer Service in May’17
* Promoted as Manager Sales Operations in Jul’19 and managing well till now

**Academic Qualification: -**

-Successfully completed 10+2 from U.P. Board in 2005  
-Successfully completed Graduation (B.A.) from C.S.J.M University, Kanpur in 2014

**Certifications: -**

- Successfully Completed Six Sigma Green Belt

**Personal Details: -**

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| Father’s Name | Jai Prakash |
| Date of Birth | **4th , Sep – 1989** |
| Hobby | **Interacting with people** |
| Language Known | **English and Hindi** |

**Date:**

**Place:** **Praveen Kumar Sharma**