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| **AANCHAL SHARMA**  **Mob: +91 8420104153 / 8240036044**  **E-Mail:** [Aanchalsharma.0k@gmail.com](mailto:Aanchalsharma.0k@gmail.com)  **Current Address:** 4/3, Fakir Para Raod ,Behala , Kolkata-700034 |  |

To work consistently and diligently to acquire a key Position in a challenging environment while meeting organizations overall objective by using my intellectual skills and expertise, also adding value in the same through continuous learning and experiences.

**PROFESSIONAL SYNOPSIS:**

1.Working as process executive in Wipro LTD, joining date - 15th September,2020

a. Offered customer service to Openreach - the process was UK based

b. I am a part of backend team working as a Case Manager

c. Analyzing the delays in orders and managing escalations

d. Stayed in touch with the customers to offer them better services

e. Managed to get high profitability with less number of failures

f. Managing excel sheet and performing different functions in them

g. Raised Pragati for the betterment of the company and save the wastage of truck roll.

h.As a part of CSIM team Wipro achieved extra credits for quality work we offered and it helped to generate good revenue for the company

**SUMMER INTERNSHIP**

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| --- | --- | --- |
| **Nirmal Bang Securities** | **Indian Capital Marketing**  Study on Indian capital market and its several perspectives. | **May2019 – July 2019** |

* + Acquiring new clients
  + Maintaining client-associate relationship
  + Generating revenue from brokerage
  + Helped clients in investing funds into various financial instruments such as Mutual Funds, Insurance, IPO’s, Stocks and Bonds

**PROJECTS UNDERTAKEN DURING BBA**

**NTCC PROJECT:**

* + **Modern HR techniques to increase employee engagement.**

The project was to analyze the need and importance of employee engagement. It included the various strategies to increase the engagement also theoretical aspects and reports on how other organizations are benefitted with its implementation.

* + **The scope of e-HRM and its effectiveness.**

The project enabled us to understand how information technology can be used for HR functions. The project includes E-HRM functions, types, benefits and also strategies for its implementation.

COMPUTER SKILLS:

* Working knowledge of Microsoft Office, MS-DOS, C, win 95/98/00/XP/Windows Vista/Windows 7.

# Educational Qualification –

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| YEAR | ***DEGREE*** | ***INSTITUTE*** | ***RESULT (%)*** |
| 2017-  2020 | *BBA* | AMITY UNIVERSITY KOLKATA | 64 |
| 2017 | *HSC* | *NATIONAL INSTITUTE OF OPEN SCHOOLING* | *64* |
| 2015 | SSC | *NATIONAL INSTITUTE OF OPEN SCHOOLING* | 60 |

# CO-CURRICULAR ACTIVITIES

* I was a member of Event Management Club - first year in Hospitality department and second year in Logistics department.
* Keen interest in cultural activities. Have been an enthusiastic participant and volunteer at various cultural events such as Mahalaya, Dandia and Rangoli events.
* Took part in dance competitions at school.
* Giving private tuitions.

## PERSONAL PROFILE

Date of Birth : 06-03-1997

Nationality : Indian

Gender : Female

Marital Status : Unmarried

Languages Known : English, Hindi and Bengali

Permanent Address : 4/3, Fakir Para Road, Behala, Kolkata-700034.

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge**.**

**DATE- AANCHAL SHARMA**