

**MANISH SHARMA**  
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### **CAREER OBJECTIVE**

Seeking to leverage my knowledge and work experience to grow in the new role as a part of an organization where good communication skills and relevant education qualifications can be utilized for self-development as well as for the organization's growth.

### **LIVE PROJECTS**

- **Organization:** -MODI NATURALS LTD
- **Project Description:** - Increasing brand awareness, analyzing consumer behavior, and enhancing sales of OLEEV ACTIVE during Big Day Sales.

### **ACADEMIC QUALIFICATION**

Qualification	Specialization/ Subjects	Year of Passing	Institute	Board / University	Percentage/ CGPA
Post Graduate Diploma in Management	Marketing & SCM	2017-19	Jaipuria School Of Business Ghaziabad	AICTE	68%
Bachelor Of Commerce	-	2017	Delhi University	Delhi University	50%
XII	Commerce	2013	DAV School New Delhi	C.B.S. E	60%
X	-	2011	VVV School New Delhi	C.B.S. E	52%

### **PROFESSIONAL QUALIFICATION**

- Spreadsheet: MS-Excel
- Word Processor: MS-Word
- Presentation Package: PowerPoint
- SPSS

## **KEY STRENGTHS**

- Flexible and Adaptable
- Management oriented
- Strong decision-making skills.
- Good interpersonal skills
- Internet Research Acumen
- Both a team player as well as a leader
- Good Communication skills

## **WORK EXPERIENCE AND INTERNSHIP**

- **IDFC FIRST BANK (05/2023- 07/2023)**
  - **Customer Service Senior Officer**
  
- **Tech Mahindra Pvt Ltd (12/2021-9/2022)**
  - Worked on the Finance process for Flipkart pay later.
  - I was handling the escalation desk, needing to resolve the unresolved requests and complaints.
  - Communicate with the customers by call and email.
  - Convey the resolution update to customers by call and email as well.
  - Raise requests to the next level where we don't have the resolution.
  - Need to take the follow up with clients for the update.
  
- **Boult Audio (10/2020-12/2021)**
  - Handle social media escalations by managing all customer queries and complaints raised on social platforms like Facebook, Instagram, and LinkedIn– Connect with the customers through Calls / E-Mail / Social platforms to provide the best possible resolution.
  - Resolve customer queries through email and calls.
  - Provide troubleshooting assistance to customers.
  - Providing exceptional customer service via calls and emails
  - Provide information regarding the new products.
  
- **VRS FOODS LTD, as a Management Trainee (03/2019-09/2020)**
  - Job Responsibility- Developing new products, Brand awareness,
  - Maintain all ATL & BTL activity, new product launching,
  - Product promotion, Organized product campaign,
  - Work closely with the sales team to understand/ or mapping.
  - Competitor brand strategy, Market Research, and Market Analysis.
  - Attending team meetings and sharing best practices with them.
  - Help the sales team to achieve targets.

- **Internship in Varun Beverages (1<sup>st</sup> May- 30 June 2018).**
  - New Product Promotion
  - Sales & Distribution

**PERSONAL DETAILS**

- Date of birth: 30th January 1995
- Father's Name: Mr. Mahesh Sharma
- Gender: Male
- Civil status: Unmarried
- Language: Hindi, English

I hereby attest that all the information I have provided in this document is true, complete, and correct to the best of my knowledge. I have made every effort to ensure that all details are accurate and have not intentionally withheld any information that could affect the validity of this document.

PLACE.....  
DATE.....

(MANISH SHARMA)