

HIMANSHI SHARMA

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INTERESTS

- Reading Books
- Art
- Listening to Music
- Photography
- Travelling

LANGUAGE

- English
- Hindi

SKILLS

INTERPERSONAL SKILLS

- Communication
- Time Management
- Problem Solving
- Decision Making
- Team Work

TECHNICAL SKILLS

- Microsoft Excel
- PowerPoint
- Word
- Accounting
- Recruiting

CERTIFICATIONS

- Accounting 101 : Learn Accounts Receivable From A to Z - UDEMY

PROFILE SUMMARY

Experienced and Skilled customer service associate, adept at assessing and providing a personalized customer service experience to clients to ensure optimum satisfaction. Seeking to drive defined corporate goals in a position that allows for further career advancement and exposure.

WORK EXPERIENCE

◆ Teleperformance Global Services Private Limited Jan 2023 -Mar 2023 Customer Service Associate

- Successfully resolved over 95% of customer complaints within the first call and contributing to an overall increase in customer satisfaction.

◆ NSB BPO Solutions Private Limited Apr 2023 - May2024 Customer Service Associate

- Successfully resolved customer inquiries and consistently maintained a high average call handling time of less than 4 minutes and ensuring quality customer service and maintaining positive customer relationship.

EDUCATION

◆ GLA UNIVERSITY	2023 - Pursuing
MATHURA	
Master's of Business Administration (Specialization - HR)	
◆ DR.BHIM RAO AMBEDKAR UNIVERSITY	2020 - 2022
AGRA	
Bachelor Of Education	
◆ DR.BHIM RAO AMBEDKAR UNIVERSITY	2016 - 2019
AGRA	
Bachelor Of Commerce	
◆ CBSE BOARD	2016
Intermediate	
◆ CBSE BOARD	2014
High School	

ACHIEVEMENTS AND AWARDS

- ★ Volunteered in Various National Service Scheme (NSS) program during three years of graduation (B.Com).
- ★ Participated in many programs of the Bharat Scouts and Guides in B.com.