

# Heena Sharma

CUSTOMER RELATIONSHIP EXECUTIVE

## Profile

Goal-oriented Customer Service Executive with 7 years of experience in leadership roles.

Detail-focused and driven to help employees meet and exceed sales goals in Customer Relationship Management, Administration, and Assistant Casting Director.

Proven expertise in managing customer relationships, back-end operations, and enhancing customer experiences.

Delivered exceptional customer support.

Resolved inquiries efficiently. Maintained high customer satisfaction.

Adept at utilizing analytical skills and strategic thinking to drive operational efficiency.

Team player with exceptional listening and critical thinking skills. A personable personality that helps avoid call escalations.

## Employment History

### Customer Service Agent, Accenture, Gurugram

SEPTEMBER 2019 – PRESENT

- Collecting and analyzing customer data
- Using CRM systems to manage relationships
- Developing new ways to meet customers' needs including ORM (Online Relationship Management)
- Handling customer complaints & resolve at the same point
- Overseeing the interactions between customers and key team members, such as Customer Service Representatives
- Handling all the customer transfers, Refunds, Name addition/deletion
- Managing end-to-end customer needs through inbound channels such as Chats, E-mails & Calls.
- Evaluated customer information to explore issues, develop potential solutions, and maintain high-quality service.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Followed through with client requests to resolve problems.

### Administration Head, Tula's Institute

JUNE 2017 – NOVEMBER 2018

- Worked in administration for backend profile
- Handled the PR of Tula's College and Tulas International School via Facebook and Whats App, by answering phone calls and chatting with students directly to clear some of their doubts.
- Marketing and event organizing.
- Managing and handling the visit of other students from different schools to our Institute by giving them an overview of our Institute and explaining to them about the courses we offer.
- Assisted counselors during the admission.
- Coordinated individual duties after careful evaluation of each employee's skill level and knowledge.

## Details

Gurugram

India

+91-9619371646

[heenasharma23@gmail.com](mailto:heenasharma23@gmail.com)

## Skills

Effective Time Management

Communication Skills

Problem Solving

Time Management

Teamwork

Attention to Detail

Agent Relations

Talent Sourcing

Customer Relationship Management Software

Quick Learning Ability

## Hobbies

Reading

Traveling

Cooking

## Languages

English

Hindi

## **Assistant Casting Director, Endemol Shine India, Mumbai**

OCTOBER 2014 – MARCH 2016

- Have worked in serials (Swim Team – Channel V, In My City – Voot Online.
- Have done freelancing for - Yeh Hai aashiqui – Bindass Channel, Emotional Atiyachaar – Bindass Channel, Adaalat – Sony TV, Veera – Star Plus).

## **Education**

### **Diploma in Direction, Asian Academy of Film and Television**

JANUARY 2011 – APRIL 2012

### **BA in Communicative English, Jyoti Niwas College, Bangalore university**

AUGUST 2007 – AUGUST 2010

### **Senior secondary (XII), C.B.S.E, Carman School, Dehradun**

JANUARY 2006 – JANUARY 2007

### **Higher secondary (X), Carman School**

JANUARY 2004 – JANUARY 2005

## **Internships**

- Internship at weekly newspaper Success Glory, Dehradun-1 month
- Internship at news channel Channel24, Dehradun-1 month
- Internship at Dainik Jagran CityPlus, Bangalore- 1 month
- Updated actor database, session sheets, and other internal documents.
- Supported senior staff with data entry and scheduling.