





SHIVAM SHARMA

CONTACT

-  9802466955
-  Sharmashivamkumar@gmail.com
-  Parshuram Nagar, Ambala City.
-  Shivam.Sharma.16

SKILLS

- Curiosity and Continuous Learning
- Design Thinking
- Empathy
- Flexibility and Adaptability
- Problem-Solving
- Computer Literacy
- Time Management
- Strong Communication

EDUCATION

SECONDARY SCHOOL

Haryana Board Of Secondary Education

SENIOR SECONDARY SCHOOL

Haryana Board Of Secondary Education

BACHELOR OF ARTS

IGNOU

PROFILE

Highly motivated and experienced call center professional with experience providing excellent customer service to clients. Skilled in using technology to improve customer experience, problem-solving, and multitasking. **Key Skills: Excellent communication skills.**

EXPERIENCE

MAXICUS

2023 - 2024

- While working as a Team Leader My responsibilities included making plans, delegating tasks, listening to team members' feedback, creating reports, problem-solving, conflict mediation, and providing team members with advice and rewards. All the different facets of team leadership are crucial to an organization's success

SOCIAL MEDIA MARKETER

2021 - 2023

- As a social media executive I used to manage multiple business's social media accounts. I used to create content, monitor & analyse performance and engage with users across multiple platforms to establish a strong-footed digital presence for the firm.

BSR RESIDENCY AMBALA

2020 - 2021

- As a Front Office Manager it was my duty to ensure guest satisfaction and overall efficiency of front office operations, to train staff as outlined in the Front Office Training Procedures and ensure staff is prepared to provide excellence to our guests and visitors at all times. I used to handle a team of 15-20 people.

CONCENTRIX

2018 - 2019

- Customer support executive for the customers from north America.