

Anuj Sharma

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📍 7-b-9 South extension, Pawan
Puri, Bikaner, 334003

PROFILE

Dedicated and goal-oriented professional with experience nurturing positive client relationships to drive key business metrics, such as client satisfaction. To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

SKILLS

Strategic thinking and problem-solving

Relationship building and networking

Effective communication and negotiation

Sales and business development, strategy development and execution

Team management and leadership

Creative and innovative thinking

EDUCATION

Master of Commerce, MAHARAJA GANGA SINGH UNIVERSITY
January 2020 | BIKANER, India

Bachelor of Commerce, MAHARAJA GANGA SINGH UNIVERSITY
January 2018 | BIKANER, India

10th, 12th (Commerce), KENDRIYA VIDYALAYA NO. 1
BIKANER, India

PROFESSIONAL EXPERIENCE

Unacademy, Academic Counselor

March 2024 – present | BIKANER, India

- Managed regional sales initiatives, including promoting academic programs to potential students and educational partners.
- Developed and executed sales strategies to increase student enrolment and meet regional sales target.
- Build and maintain relationships with educational institutions, high schools and community organizations to drive program awareness and recruitment.
- Collaborate with marketing and admissions teams to design and implement regional outreach campaigns.

BYJU's, Senior CSA

November 2022 – March 2024 | BIKANER, India

- Drive sales through engagement with customers, suggestive selling and sharing product knowledge
- Exceed all the set sales goals while providing outstanding customer service, which has enhanced company's revenue and productivity targets
- Managed a team of associates under me, mentored and contributed in their growth
- Implemented problem solving skills to determine solutions for clients in escalated situations maintaining a 99% customer satisfaction rating
- Assisted customers with product-related questions, feedback and complaints.

Life Insurance Corporation of India, Lic Agent

December 2021 – November 2022 | BIKANER, India

- Successfully negotiated best terms and conditions for contracts on behalf of clients through excellent persuasion skills
- Maintained long-term professional relationships with network of contacts to increase opportunities for clients
- Assisted in fulfillment of customer orders placed in person, via email, online and by telephone
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.

LANGUAGES

English

Hindi

Marwadi

CERTIFICATES

- MICROSOFT EXCEL-ADVANCED EXCEL, Udemy, 2022
- FORMULAS & FUNCTIONS. Udemy, 2022
- RKCL-RSCIT, Rajasthan, 2017
- SKILLS FOR BUSINESS CORRESPONDANCE & FACILLITATION (BFSI), Rajasthan, 2018