Anand Sharma

Client Servicing & Operations

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Skills

MS Excel
Root Cause Analysis
Team Handling
Vendor Management
Client Retention
Corporate Communication
Roadmap & Strategy
Tool / Technology
SQL (Beginner)
Power BI (Beginner)
Billing and Invoice

Achievements

📈 Helped In Expansion of Fulfillment Centres & Logistics Partners

Provide operations support to 8 warehouse locations in the area of Inward consignments, logistics, Inventory management, and Recall consignment.

👥 Building exceptional team

Handled & and mentored a team-size of 10 professionals to maintain the performance metrics

💡 Expertise in Operations

Maximizing efficiency and productivity through strategic planning, resource management, and process optimization in various departments and functions

PROFESSIONAL EXPERIENCE

Assistant Manager - Client Servicing
Eshopbox

📅 Jan 2023 - Present

Best-in-class ecommerce accelerator platform builds for brand's sales growth, ultra-fast fulfilment, & customer delight.

- Strengthening client relationships by consistently providing exceptional after-sales service that exceeds their expectations.
- Maintaining accurate records of all existing and potential clients
- Interacting with clients via meetings and emails about their feedback and sharing them within the company and external service providers as well
- Played a pivotal role in retaining over 20 brands through the implementation of targeted retention strategies and outstanding customer service.
- Evaluating the Website channels' performance in achieving 100% SLA fulfillment.
- Over a six-month period, monitoring the perfect order rate resulted in a 10% increase, enhancing customer loyalty and boosting repeat business by 25%.
- Emphasizing perfect orders led to a 15% reduction in return-related costs, positively impacting reliability, quality, brand recognition, and customer trust.
- racking customer satisfaction led to a 20% improvement in retention and revenue, with prompt issue resolution reducing complaints by 30% and cultivating loyal customers.
- The implementation of streamlined processes significantly contributed to increased customer satisfaction, yielding a 15% rise in positive feedback.

Education

Bachelor of Business Administration

G.L.A University

📅 2016 - January 2019

Languages

English
Proficient

Hindi
Native

Dispatcher

S&S Brokerage Inc.

📅 August 2022 - January 2023

- Scheduling dispatch workers, crews, equipment, and truckers for the conveyance of materials, freight from the shipping line, OTR (over the road), normal installation, service, or emergency repairs

- Coordination and interfacing with queries, clarification, and exigencies over calls & and emails simultaneously.

- Evaluating best traffic routes/ timings & and optimizing ideal delivery windows and timeframes as necessary.

- Generated bills of lading, freight invoices, and delivery receipts, while maintaining records of all transactions and deliveries.

Deputy Manager

HDFC Bank LTD.

📅 February 2021 - August 2022

- Acquisition of new Preferred customers

- Deepening the size of the relationship

- Retention of the customers by providing the best possible services and being the dedicated point of contact for these customers

- Liaising with PB to flag eligible customers from Classic portfolio

Business Development Executive

PERFECT STAYZ.com

📅 September 2019 - February 2021

- Prospected potential new clients and turned them into increased avenues of business.

- Developed and oversaw marketing functions to identify key marketing strategies for successful new customer acquisition and sales growth