

Mayank Sharma

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New Delhi, New Delhi

Work Experience

Paytm Payments Bank

Team Leader, Noida, UP

06/2023 - Present

Currently working with Paytm Payments Bank Ltd as a Team Leader since

Work Responsibilities: Handling RBI escalations received from Nodal team.

Providing end to end resolution to customers who approach us on RBI channel. Also share RCA of the complaints with the management within the time frame.

Xtracover Technologies Pvt. Ltd

Team Leader, New Delhi, Delhi

04/2023 - 06/2023

Worked with Xtracover Technologies Pvt. Ltd as a Team Leader from April 2023 to June 2023

Responsibilities: I was handling the team of support team with 20 team members. Also key responsibilities was to maintain reports and share day to day productivity of the associates with the management.

Lenskart.com

SME (Subject Matter Expert), New Delhi, Del

01/2012 - 04/2023

Worked with Lenskart.com from January 2012 till April 2023 as a Subject Matter Expert

Responsibilities: Focused on achieving success and increased productivity through improvements in operations, quality. Dedicated leader with demonstrated ability to train, manage and motivate team members to achieve organizational objectives.

Additional tasks – Conducting Rewards and Recognitions on weekly and monthly basis for In-house processes for motivating team members and appreciating them by rewards

Skills

Customer service, Communication skills, Leadership, English, Microsoft word, Microsoft excel

Education

CBSE

• Passed 10th from C.B.S.E In 2003

• Passed 12th from C.B.S.E In 2005

BA - Delhi University

Graduate

Political Science (Hons) from IGNOU University

Post Graduate