

RESUME

DAKSH SHARMA

L-22, Old Double Storey

Lajpat Nagar-4, Delhi-24

Mobile: 9999001688

Email: dakshsharma1994@gmail.com

Career Objective:-

To pursue the challenging Carrier in a progressive organization that gives scope to update my knowledge and skills and be a part of the learn to dynamically work towards the growth of the organization. I am currently looking for a full time position in an environment that often a greater challenge and the opportunity to help the company advance efficiently and productively.

Academic Qualification:-

- ◆ B.Com Passed with 1st division in 2016
- ◆ 12th passed from C.B.S.E. Board with 1st division in 2013
- ◆ 10th passed from C.B.S.E. Board.2011

Work Experience:-

- ◆ Worked with Akosha Pvt. Ltd. as a Senior Sales Executive for 1yr and 7 month.
(with the promotion after an year from sales executive to senior executive in Chat process)

Customer service advisor skilled in exceeding sales goals and company expectation by expanding client based and maintaining high standards of customer service. expertise in balancing customer needs and company demands, effectively builds loyalty and long term relationships with customers as part of a high performing team.

- **Assist customers with product features, incentives, production information and locating the vehicle of interest.**
- **Maintain current knowledge of products and resources in order to assist customers with their questions.**
- **Communicate in a manner that keeps customers interested and loyal in our client.**
- **Offer support to fellow chat agents with product information, procedures and verbiage.**
- **Subject Matter Expert (SME) role when Team Leader is not available.**

Skills

- ❖ Top rated sales performance , Revenue Generation.
- ❖ Web based reporting tools
- ❖ Account management
- ❖ Operations analysis
- ❖ Negotiation skills
- ❖ Customer Targeting

Computer Awareness:-

- ❖_Basic Knowledge of Computer & Net Surfing.

Personal Details:-

Father's Name	:	Mr. Rakesh Sharma
Date of Birth	:	28 th Jan. 1994
Gender	:	Male
Nationality	:	Indian
Languages Known	:	English & Hindi
Hobbies	:	Playing Cricket & Listening to music

Declaration:-

I hereby declare that all the above information is correct to the best of my knowledge.

DATE:-

PLACE: -

(Daksh Sharma)