




Nitin Sharma

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Seeking for a quality opportunity, which provides me a better platform to enhance my skills for organization development. Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service.



Skills

- Team management
- Customer handling
- Escalation Management
- Partners Management

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Excellent

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Excellent

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Excellent

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Excellent



Work History

2022-02 - Current

- **Regional Manager Marketplace**
Cashify , Pune

- Develop in-depth product and market understanding to identify the right target segments
- Assess business requirement and recommend product improvements to help increase market penetration
- Build, nurture and grow a vibrant team - provide guidance and mentorship to develop your team members into future leaders
- Improve customer pricing, discounting strategy, partner incentivization using sound analytical ideas and smart market assessment
- Experiment with local markets to innovate on our operations
- Build and run operational processes

2021-06 - 2022-02

- **Team Leader Manager**
Cars24 Service Pvt Ltd , pune

- Developing and implementing timeline to achieve targets.
- Conducting training of team members to maximize their potential.

- Empowering team members with skills to improve their confidence about their work.
- Monitor team performance and reports on metrics.
- Listen to team member's feedback and resolve any issues or conflicts.
- Oversee day – to – day operation.
- Daily report creations.

2018-01 - 2021-08

Assistant Service Manager

OnePlus , pune

- Ensuring the customer satisfaction
- Taking ownership of customers issues and following problems through to resolution
- Improving customer service experience, create engaged customers and facilitate organic growth
- Maintenance Ambience of OnePlus ESC as per standards.

2016-05 - 2018-01

Customer Relationship Manager

Renault SERV

- Customer Handling
- DMS operating
- Follow-up with Customer Update the new skims about company
- Responsible for reporting daily
- Regular SDR calls PSF calls
- Complaint management
- Office management
- Responsible to handle all the excel data regular basis.

2015-03 - 2016-03

Clerk & Consultant

Aksher Wel School Nanded

- Regular Create Students Data
- Update Daily Basis Fees Details in Software
- Giving Information and details about the school to parents
- All Clerical Work.

2014-02 - 2014-08

Serco Global Pune, IDEA Aditya Birla Group CSA

- Regular Customer complaint handling
- Sending Report to Admin
- Prepare daily Data
- Clerical Work .

2015-06 - 2018-07



Education

Bachelor of commerce (B.com: Commerce

YCMOU - Nashik



Languages

• Hindi

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Excellent

• English

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Excellent

• Marathi

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Very Good

2019-03

2018-10



Certifications

- OnePlus Customer support training level 2
- CRM level 2 training