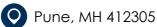
Nitin Sharma

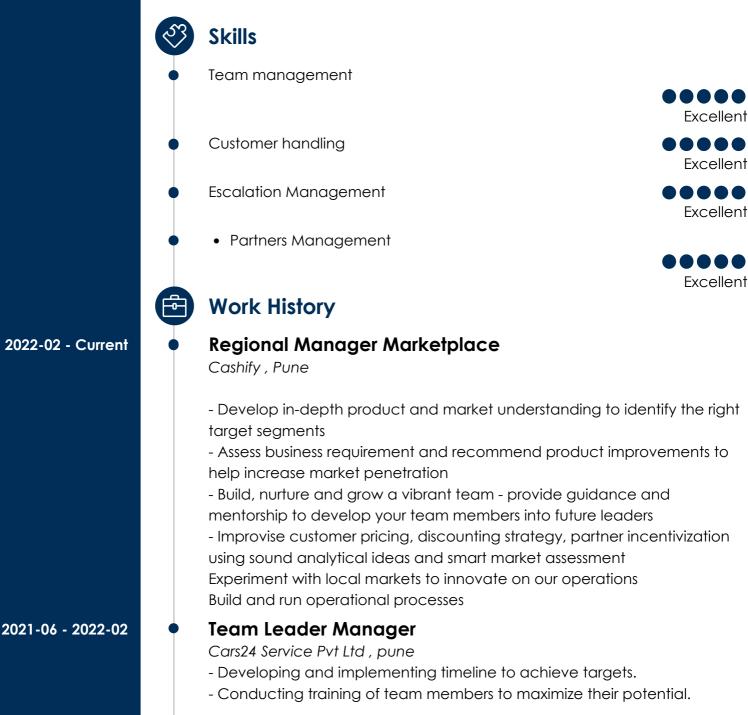


072-769-27516



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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.



	 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 . Education
2015-06 - 2018-07	Bachelor of commerce (B.com: Commerce YCMOU - Nashik Languages
	Hindi Hindi Excellent
	 English Excellent
	Marathi Marathi Very Good

2019-03 2018-10



Cermiculions

OnePlus Customer support training level 2

CRM level 2 training