

Saurav Sharma

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PROFESSIONAL SUMMARY

Ambitious Customer Service representative with dedicated service contributing to company's growth and profitability. Excellent communication skill, problem resolution and positive customer experience. Flexible, decisive leader maintaining service, accountability, and training for fast paced environment.

EDUCATION

- **Bachelors of Business Administration (BBA), Major in Sales & Marketing, 2019-2022**
Chandigarh University, Mohali, India

CERTIFICATIONS

- Google Fundamentals of Digital Marketing
- Google Search Ads 360
- Google Ads Video

LANGUAGES

- **English:** Professional
(B2 Upper Intermediate)

CORE SKILLS

- Sales Abilities
- Communications
- Leadership Skills
- Microsoft Excel
- Decision Making
- Exceptional Customer Service
- Microsoft Office
- Customer Support
- Flexible Approach
- Advertising

EXPERIENCE

Edenred UAE – December 2022 to August 2023

Customer Coordinator (Sales)

- Developing the mobile application (Remittance, Micro loans and mobile top up)
- Ground level marketing activity and presentations for all the clients.
- Remittance target achieving every month.

- Identifying new markets and business opportunities and arranging meetings with potential customers.
- Visiting potential customers for new business and developing and maintaining relationships.
- Attending trade exhibitions, events, and demonstrations to represent the employing organization.

British Airways, Gurgaon, India- November 2021 to November 2022

Team Leader (Backend Customer Operations)

- Provide excellent customer service by assisting passengers with enquiries, ticketing, reservations and handling various requests.
- Address and resolve customer issues, complaints, and concerns promptly and professionally.
- Ensure adherence to industry regulations, security protocols and British Airways' standards.
- Handle multiple tasks simultaneously, such as managing phone calls, emails, and in-person inquiries, to maintain efficiency in a fast-paced environment.

Devgiri Exports, Panipat, India- January 2021 to August 2021

Logistics Coordinator (Sales and Air Freight Forwarding)

- Used excellent telephone manner to optimize customer experience, cutting complaints in positive manner.
- Guaranteed quality CRM data, performing database cleansing to update customer contact details.
- Managed online live chat, supporting up to customers simultaneously.
- Handled customer support queries daily, exceeding company target.

Green Paradise (Green Group Developers), Surat, India- January 2020 to January 2021

Real Estate Agent

- Proven track record of successful real estate transactions in the prestigious Green Paradise community.
- Expertise in marketing and showcasing Green Paradise properties to potential buyers
- Strong negotiation skills resulting in favorable deals for both sellers and buyers.
- In-depth knowledge of local market trends and property values in Green Paradise
- Exceptional customer service and communication skills, fostering long-term relationships with clients.
- Proficient in utilizing digital marketing tools and platforms to maximize property exposure
- Diligent in conducting thorough property inspections and evaluations to ensure client satisfaction
- Collaborative approach in working with fellow real estate professionals and stakeholders to achieve collective goals.