

CURRICULUM VITAE

ASHOK SHARMA

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CAREER OBJECTIVE: I am always forward looking so I always want to do better in an environment which relates to my future.

ACADEMIC QUALIFICATION

Degree/Class	University/institution	Year Of Passing
Higher Secondary (10 th)	C.B.S.E DELHI	2007
Senior Secondary (10+2)	C.B.S.E DELHI	2009
Graduation (BBA)	Sikkim Manipal University	2013

Work History

➤ **WORKED WITH “ABS LOGISTICS” – KIRTI NAGAR (DELHI)**

- TENURE: APRIL '2018' TO DECEMBER '2019'
- DESIGNATION: BACK OFFICE EXECUTIVE

Roles and Responsibilities:

- Gathering and processing research data.
- Performing basic admin duties including printing, sending emails, and ordering office supplies.
- Assist front office staff in maintaining the office premises clean and neat.
- Assist inventory controlling staff in maintaining inventory records.
- Processing company receipts, invoices, and bills.

➤ **WORKED WITH “MAGGO NOTARY” – DWARKA (DELHI)**

- TENURE: MAY '2017' – MARCH '2018'
- DESIGNATION: PUBLIC RELATIONS ASSISTANT

Roles and Responsibilities:

- Handling affidavits, contracts, loan documents, marriage certificates, and other legal documents(GPA/SPA/WILL)

- Document execution (legally binding signatures)
- Identifying fraud or coercion
- Completing the notarial certificate on all documents
- Being present at the time of document execution
- Maintain All File Records
- Maintain All Daily Cash Records

➤ **WORKED WITH “OSW FOUNTAINS PVT LTD – JANAKPURI (DELHI)**

- **TENURE: AUGUST '2013' TO JANUARY '2016'**
- **DESIGNATION: DATA ENTRY OPERATOR**

Roles and Responsibilities:

- Prepares, compiles, and sorts documents for data entry.
- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information
- Research and obtain further information for incomplete documents.
- Performs high-volume data entry using word processing, spreadsheet, database, or other computer software.
- Performs regular backups to ensure data preservation.
- Maintains a filing system and protects confidential customer information.

➤ **WORKED WITH “ SPANCO BPO” – GURUGRAM**

- **TENURE: FEBRUARY '2011' TO SEPTEMBER '2012'**
- **DESIGNATION: CUSTOMER CARE EXECUTIVE**

Roles and Responsibilities:

- Managing incoming calls and customer service inquiries
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

➤ **PROFESSIONAL SKILL**

- Strong Communication and time management skills.
- Teamwork skills.
- Ability of keep calm under pressure.

➤ **COMPUTER SKILLS**

- Microsoft Office.
- Typing speed 35 & above.
- Email handling.
- Internet surfing.

Personal Information

Father's Name : Shri. B.L Sharma
Date of birth : 24-10-1990
Gender : Male
Marital Status : unmarried
Language : Hindi, English