

PERSONAL DETAILS

Name: Anourag Sharma

Date of Birth: 20-Nov-1992

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PROFESSIONAL EXPERIENCE

ADONIS ELECTRONIC PRIVATE LIMITED - (DEC 2017 To APRIL 2019)

Position: Area Service In charge

Partner Company : Onida, Lumax ,Og heavy duty,Bpl .

- Worked with Central Strategy Team for Post Product Sales.
 - Have an experience of handling a quantity of customer in a day.
 - Have an ability to supervise and manage field service team to provide optimum service.
 - Handling customer side issues and provides quick solution to issues.
 - Tracked and monitored daily workloads to ensure client expectations are met.
 - Handled major customer incidents, such a security issues and issuing of return authorization to customer.
 - Managed daily technical operations through company's relationship management software and Microsoft excel.
 - Work closely with the Product Support Manager and Development Teams to provide customer feedback.
 - Assist with management of client escalations regarding service products – plan and execute resolution.
 - Tracking and controlling the on-field engineers/technicians.
 - Time to time dealer visit as per requirement.
 - Time to time product training to the field engineers to update their skills.
 - Achieve customer satisfaction up to 75%.
 - Resolve/Escalate problems which includes technical, warranty, legal.
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ACADEMIC QUALIFICATIONS

Bachelor of Technology (B.tech) in Electronic and Communication from M.D University, Rohtak, Haryana in 2015.

SKILLS

- Microsoft word, Power point
- Excel Basis (V- look up, look up, Pivot Table, Flash Fill, Financial Functions: PMT, IPMT, PPMT, Match, Index, Transpose)

- Excel Advance (Hyperlinks, Dynamic Drop-List, Sum Product, Macros, Advance number formatting, Power Pivot, Array Functions, If error)
 - Working knowledge of company CRM software.
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ACHIEVEMENTS AND COMMENDATIONS

- Cleared State Bank Preliminary Examinations in 2016.
 - Won many sports awards during my school days.
 - Won many 100 meter and relay races in school.
 - I was active participant of cultural events in school.
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HOBBIES

- Love to watch Hollywood movies.
- Solving puzzles and non-technical questions.
- Exercise daily