



ANKITA SHARMA

PROFILE

To enhance my professional skills , capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

WORK EXPERIENCE

AECC India Private Limited

FEB 2023-MAR 2024

Student Service Executive

- Proficiently resolved client issues ,ensuring optimum satisfaction and Retention. Managed incoming and outgoing calls, delivering prompt and professional service.
- Maintained detailed client records in excel ,ensuring accuracy and compliance.Effectively managed study visa applications on the portal ,facilitating smooth processing.
- Expertly handled **Cold Calling** to drive engagement and expand client base . Operated **ZOHO CRM system** to streamline client interactions and data management .
- Created and scheduled content across platforms including Instagram , Facebook , LinkedIn.

Canam Consultants Limited

Sep 2021-Feb 2023

Administration Assistant

- Efficiently resolved client issues and maintained comprehensive clients records.Managed inbound & outbound calls to enhance communication and service delivery.
- Proficiently maintained excel spreadsheets for data organization and analysis .Accurately tracked and updated employee attendance records for effective workforce management.
- Created and scheduled content across platforms including Instagram , Facebook , LinkedIn.
- Operated **ETRACS CRM system** to streamline processes and improve Client Interactions.

Concentrix Daksh Services India private LTD

Mar 2020- Nov 2021

Advisor 1- Email Support

- Provided Comprehensive email and call support , driving customer satisfaction.
- Resolved Customer queries efficiently demonstrating strong problem solving skills.Maintain CRM software ensuring accuracy and enhancing customer relationship management.
- Created and scheduled content across platforms including Instagram , Facebook , LinkedIn.
- Supported International operations , use to convince the customer to buy MG Motors Cars as well as use to verify the USA Licenses of the Clients.

CONTACT

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EDUCATION

2022

PUNJAB UNIVERSITY , CHD

- Bachelors of Arts (BA)

LANGUAGES

- English
- Hindi
- Punjabi

SKILLS

- Data & Record Management
- Email Management
- Soft communication skills
- Social Media Management
- Microsoft Office Management office 365
- ZOHO & ETRACS CRM
- Making Videos & Editing

Receptionist

Greeting and Welcoming Visitors: Receptionists ensure visitors feel welcomed and direct them to the appropriate office or person.

Answering and Directing Phone Calls: They manage incoming calls, provide information, and route calls to the right departments or individuals.

Managing Appointments: Receptionists often schedule, confirm, and reschedule appointments for staff or clients.

Administrative Support: They may assist with basic administrative tasks, such as filing, faxing, copying, or mailing documents.

Managing Mail and Deliveries- Receptionists handle incoming and outgoing mail and oversee deliveries.
