



**TANYA SHARMA**

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A dynamic & high energy driven employee, aiming for challenging assignments which involve analytical capabilities and professional growth, offering diverse job responsibility in an organisation of high repute. To serve the organization with the best of my knowledge and abilities and to give best possible contribution towards the growth of the organization as a whole.

## PROFILE SUMMARY

- A person with sharp analytical ability and quick grasping capability.
- Courage to face challenging problems, and possess the skills to solve the same.
- Proficiency to understand the core issues and identifying the weak areas with a view to improve the same.
- A thorough professional with a proactive attitude, capable of thinking in & out of the box.
- Competence to learn things fast along with very good communication skills.

## ORGANIZATIONAL EXPERIENCE

### **IMPERIA STRUCTURES LTD.**

**(Real Estate)**

**As Back Office Executive (CRM)**

**From 09/19 to 02/20.**

#### **Responsibilities:**

- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Handling customer queries and help them to understand about the plan in detail.
- Executing the floor plans (Interior).
- Check, sort and forward emails

### **WIN WIN Ltd.**

**(computer Numeric Control Company)**

**As 3D Artist cum Back Office Executive**

**From 04/18 to 08/19.**

#### **Responsibilities:**

- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Handling customer queries and help them to understand about the product in detail.
- Executing the 3D Machine design and animation (how it will work).
- Check, sort and forward emails
- Keep updated records and files

### **HDFC BANK**

**As a PhoneBanker/ Costumer Service**

**From 03/16 to 01/17**

#### **Responsibilities:**

- Maitain and manage well developed professional knowledge of entire products and services line offered.
- Head resposibility to update and request support for further development requirements.
- Initiate sales plus cross sell complete banking services range to present propective cutomers.
- Ensure to domonsterate all sound judgement for decision making compling with set guidelines and methods.
- Attain minimum sales performance standards by active involvement in entire product marketing campaign, referral programmes and sales development activities.
- Attain branch and individual sales goals throught promoting as well as cross-selling bank products.
- Participate in sales activities and process of retail department in deciplined, steady manner.

- Ensure phone banking activities inclusive of but not restricted to direct mail, tele marketing, cross selling of bank services and products.
- Ensure to consistently acquire or exceed sales goals established by the management.
- Perform for sure all duties along with responsibilities complying with set procedures and regulations.

## **CAREER FOUNDATION**

### **As a HR Recruiter**

**From 03/15 to 02/16**

#### **Responsibilities:**

- Develop and execute recruiting plans.
- Network through industry contacts , association membership, trade groups , social media , employees.
- Develop and track goals for the recruiting and hiring processes.
- Coordinate and implement college recruiting initiatives.
- Handle administrative duties and record keeping.
- Collect data on cost per hire and time to hire.
- Screen applicants to evaluate if they meet the position requirements.
- Work with hiring managers to create job descriptions.
- Conduct regular follow up with managers to determine the effectiveness of recruiting plans and implementation.
- Develop a pool of qualified candidates in advance of need.
- Research and recommend new sources for active and passive candidate recruiting.

## **ACADEMIC DETAILS**

- Pursuing MBA (PGDHM) From Symbiosis.
- B.A.(Gen.) from Himalayan University in the year 2016-2019.
- B.A. (Animation) from Arena Animation in the year 2012-2015
- 12<sup>th</sup> from Kendriya Vidyalaya (CBSE) in the year 2012.
- 10<sup>th</sup> from Kendriya Vidyalaya (CBSE) in the year 2010.

## **EXTRA CURRICULAR ACTIVITIES**

- Actively involved in organization of college function.
- Involved in organising cultural events at workplace.
- Interest in Self Development.
- Active listening skills.
- Good Computer Knowledge (MS Office)
- Editing Software knowledge – Adobe Illustrator, corel, photoshop, filmora9.

## **PERSONAL DETAILS**

Date of Birth: 30.Dec.1994  
 Languages Known: English and Hindi  
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