**HIMANSHU SHARMA**

| **#463 A NEAR ALPINE HOTEL NEAR RAILWAY STATION , CHANDIGARH, INDIA 176032 | 8968432439 | HEMUN14SYNO@gmail.com** |
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**Professional summary**

Customer-oriented transition processor service delivery II with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development.

**Skills**

| * Process implementation * Data management * Project management * Risk management processes and analysis | * Report analysis * Self-motivated * Strong verbal communication |
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**Work history**

**Data Engineer** 10/2018 to Current

**Xerox Technology Services**– Chandigarh , india

* Developed a new process for employee evaluation which resulted in marked performance improvements.
* Improved company customer service rating by 97% benchmark.
* Worked directly with [departments : **Service L1**,**Production**, clients: **Alliance**, **7ELEVEN** , **WIENERBEGER** , **DHL** , management : **Production** **manager**, **L1 manager**] to achieve improvement and development.
* Working on **Kofax Platform** and cloud computing server is **AWS** and **Azure**.

**Data Qulaity** 01/2014 to 10/2018

**Basware Corp.** – Chandigarh , india

* Researched and updated all required materials needed for firm and partners.
* Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

**Technical Instructor**  09/2012 to 09/2013

**NIIT** – KULLU , INDIA

* Trained students for new technology and databases for internship.
* Launch the new program for new fresher

**Education**

**A-Levels**: GEOGRAPHY , ECONOMICS 2012

**HIMACHAL PRADESH UNIVERSITY** - SHIMLA

**Crash Course : Python**

**Google IT Automation**

**Scottish Qualifications Certificate**: ASP.NET , SQL SERVER , C# , OOPS , HTML , CSS , JAVA , PHP 2013

**NIIT** - DHARAMSHALA