CURRICULUM VITAE

**PERSONAL DETAILS - GAURAV SHARMA**

Residential Address: #B-34/180, Street no. 5, Guru Hargobind Nagar, Near Railway Bridge, Civil Lines, Ludhiana. 141001

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Mobile: 8528540000 / 9888008288

Date of Birth: 15 July, 1984

Father’s Name: Late Sh. Narinder Sharma

Marital Status: Married

Nationality: Indian

**CAREER OBJECTIVE**

To attain a challenging position in a professionally managed and reputed organization that provides me with ample opportunity to apply and enhance my knowledge, skills and capabilities for the development of the organization also To deliver best performance through honest and sincere efforts in conformity with goals and objective of the company

**EDUCATION HISTORY**

Sep. 2007 - May 2010 **Punjab Technical University Jalandhar**, Punjab

*Masters in Business Administration Marketing*

May 2005 – Sep. 2007 **Punjab Technical University Jalandhar**, Punjab

*Bachelor of Science In Information Technology*

June 2002 – May 2005 **Punjab State Board of Technical Education & Industrial Training, Kot-Ise-Khan** (Moga, Punjab)

 *Diploma In Electronics & Communication*

*April 1999 – March 2000* **KVM Sr. Sec. School**, Ludhiana (Punjab)

 *High School Certificate*

**WORK EXPERIENCE**

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| **Dec. 2014 – Till Date****June 2014 – Dec. 2014****July** **2013 – June 2014****Dec.** **2010 – June 2013****March** **2010 – Nov. 2010****Aug.** **2007 – Dec. 2009****June** **2005 – May 2007** | **Vivo Mobiles (Vigour Mobile India Pvt Ltd),** Punjab **http://www.vivoglobal.in** Area Service Incharge (Punjab)Responsibilities:* *Open new service channel partners & manage them for giving the best service experience for the customers.*
* *Responsible for recruiting, motivation, training and monitoring office and Technical staff for Mobiles.*
* *Manage with available inventory and Service reports.*
* *Responsible for managing accounts payable, account receivable and financial reports.*
* *Good service to channel partner and maintaining optimum - inventory.*
* *Business negotiations and finalizations.*
* *Service planning and forecasting service and customer service management.*
* *Customer satisfaction and customer relationship management and improving customer value proposition.*
* *Maintaining TAT & Achieving KPI’s.*

**Bloom Mobiles (MSR Telecom Pvt Ltd),** Greater Punjab **http://www.bloommobiles.com.** Area Service Manager (Punjab, HP, J&K) Responsibilities:* *Manage with available inventory and Service reports.*
* *Responsible for recruiting, motivation,**training and monitoring office and Technical staff for Mobiles.*
* *Assist purchasing agents in expediting customer service needs.*
* *Responsible for managing accounts payable, account receivable and financial reports.*
* *Good service to channel partner and maintaining optimum - inventory.*
* *Coordination with related departments.*
* *Service planning and forecasting service and customer service management***.**
* *Customer satisfaction and customer relationship management and improving customer value proposition*

**Digicomp Complete Solutions Ltd.**,Ludhiana (Punjab) **Branch Manager**Responsibilities:* *Customer-Centric Service Solutions,Including fulfilment, logistics and multi-commodity repair, with the option of managing the total outsourcing of all the client’s warranty responsibilities...*
* *Digicomp’s Reverse Logistics strategyToday is the age of cost saving and every company aims at maximizing their product sales and equipment usage, while minimizing inventories and freight costs...*
* *Digicomp offers companiesThe opportunity to off-load excess and outdated technology assets while earning higher asset value in return...*
* *Digicomp’s Reverse Logistics strategy To provide end to end solution - Logistics, Reverse Logistics, and After Sales support, including Repair– and thereby deliver global solutions to our clients at the lowest cost.*
* *Digicomp’s Managed & Professional Services undertakes sub-contracts of major maintenance projects to support multi vendor IT hardware and infrastructure at the most competitive prices. Not just limiting to Maintenance, Digicomp also support in terms of manpower either on annual contracts or project based assignments.*

**Lava International Ltd.** (Punjab) ASO (Senior Area Service Officer) Punjab Responsibilities:* *Manage with available inventory and Service reports.*
* *Responsible for recruiting, motivation, training and monitoring office and Technical staff for Mobiles.*
* *Assist purchasing agents in expediting customer service needs.*
* *Responsible for managing accounts payable, account receivable and financial reports.*
* *Good service to channel partner and maintaining optimum - inventory.*
* *Business negotiations and finalizations.*
* *Service planning and forecasting service and customer service management.*
* *Customer satisfaction and customer relationship management and improving customer value proposition.*

**Adonis Electronics Pvt. Ltd** Circle Head (Mobiles), Greater Punjab Responsibilities:* *Manage with available inventory and Service reports.*
* *Responsible for recruiting, motivation, training and monitoring office and Technical staff for Mobiles.*
* *Assist purchasing agents in expediting customer service needs.*
* *Responsible for managing accounts payable, account receivable and financial reports.*
* *Discuss information regarding equipments with engineers to meet their needs, according to Requirement.*

**RT Outsourcing Services Ltd.** Team Leader Service, Ludhiana (Punjab)Responsibilities:* *Good service to channel partner and maintaining optimum - inventory.*
* *Coordination with related departments.*
* *Business negotiations and finalizations.*
* *Service planning and forecasting service and customer service management.*
* *Customer satisfaction and customer relationship management and improving customer value proposition.*

**Shivam Infocomm Pvt. Ltd.** Team Leader, Ludhiana (Punjab)Responsibilities:* *Working with the team and making the site work by installing the BTS and make the site working and hand over the site to the concerned company and testing the site at the regular intervals And rectifying the complaints given by the Engineers And making the site working fine.*
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**RECOGNISED ACHIEVEMENTS**

2013 Got Spot Award in January 2013 for hardworking & sincerity among the work

& duties & also have the privilege to get the Appreciation Award for the

Contest held in the Quarter Q4 - 2012 “My Customer My Responsibility”.

2006 Awarded as Second best Team Leader in North, in annual employee meet held

in Morni Hills in June 2006.

**OTHER SKILLS AND CERTIFICATES**

**Computer Skills:**

* Microsoft XP applications (Word, Excel, Office, PowerPoint, Outlook, Access) – Advanced.
* I have done Computer Hardware course from S.S.I. (Govt. Of India)

**Language Skills:**

* English, Hindi & Punjabi

**Training Skills:**

* One month training in B.S.N.L. Exchange, Bharat Nagar Chowk, Ludhiana
* Also done training on Managerial skills on behalf of RT Outsourcing Services Ltd.

**Others:**

* I have also done 1 yr diploma in Railway Engg. From I.P.W.E.

**PERSONAL COMPETENCIES**

* Ability to work in a fast-paced environment to set deadlines.
* Highly organised with a creative flair for project work.
* Enthusiastic self-starter who contributes well to the team.

**INTERESTS AND ACTIVITIES**

* Listening Music, Reading Books & Watching TV.
* Seeing beautiful sights of nature whenever get sometime.

**Date:**

**Place: Ludhiana (Gaurav sharma)**