**Pooja sharma**

**Phone : 7976780781**/ **E-Mail:** poojasharma28.1997@gmail.com

Achievement-driven professional Looking For assignments in **Retail/Sales & Marketing** with an fast growing organization preferably in Telecom/FMGC/Sales & Marketing industry

**Location Preference:** Rajasthan

**ǁ Career Summary ǁǁǁǁǁǁ**

A competent professionalwith **nearly 4 years** of experience in:

~ Retail Management ~ Customer Service ~ Stores Operations

~ MIS & Reporting ~ Channel handling ~ Cash Handling

~ Product Awareness & Promotion ~ Cross Sales

* Highly motivated and results-oriented individual with a successful track record of achieving goals & task set by the management keeping in mind the high standards of the company
* Contributing in the maximizing customer satisfaction ,monitoring customer ERC and providing efficient and effective resolution in prescribed tat
* Hand-on exposure in handling sales & marketing / business development activities, analysing market trends & establishing healthy business relations with clients
* Excellent inter department communication skills in order to deliver KPI And Bullied strong PR

**ǁ Work Experience ǁǁǁǁǁǁ**

**Since Feb'18 at Present with Vodafone Store Kota**

**Growth Path:**

Retail CCE, Kota Feb'18 to till date

**Role**:

* Ensuring adheres to all corporate guidelines & framework, standard operating procedures, and directive on sales, service, cost, standards & people for the store
* Analysing practices & initiatives being implemented by the competitor’s stores and updating area managers on the same
* Managing and ensuring optimum stock level to maximize selling
* Performing daily cash audits & generating system reports on cash collected from the executives at the end of the day and deposit handing over the same to cash collection agency on the next day
* Handling store quality (Internal & External Audit) & ensuring maximum TNPS for the store

**Highlights**:

* Top performing CCE In YTD Ranking
* Assisted in promoting sales of Post-paid, mobile internet, mpesa and non-mobility products etc in stores and achieved maximum sales in the same category within a span of **3 months** with almost **150% growth**
* Efficaciously handled the store without store manager for team for 3 months and successfully achieved MI and TNPS target.

**ǁ Previous Experience ǁǁǁǁǁǁ**

**Sep' 15-Jan’18 with Airtel, Kota**

**Growth Path:**

Customer Care Executive Sep'15 – Jan'18

**Role**:

* Tracking Mis reports on daily, weekly and monthly basis and informing the concerned stake holders About important business update target achievement
* On boarding new channel/Executives and quarry handling for both sales and customer service
* Built and maintain healthy business relations with major corporate & institutional clients, **ensured maximum customer satisfaction in a demonstrative manner**

**Highlights**:

* Gained recognitionas **Bravo Award consecutively two times in a row**
* Received title of Best Branch CCE 3 times in a row for sales & service
* Attained 2nd Rank in Rajasthan Circle for quarter 2 in 2017

**ǁ Education ǁǁǁǁǁǁ**

**2019** M.com in EAFM from Kota University

**2017** B.com from Kota University

**2014** 12th from Central public Sr. Sec School, Kota Ajmer Board

**2012** 10th from Shiv shanti vidhya mandir, Kota Ajmer Board

**ǁ Personal Details ǁǁǁǁǁǁ**

Date of Birth: 28rd September 1997

Languages Known: Hindi & English

Mailing Address: 13/4 Vigyan nagar, Kota, Raj. 324005