

RAJ SHARMA

ASSISTANT MANAGER

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OBJECTIVE

Seasoned professional with 7 + years of experience. Dedicated and results-driven with a proven track record of successfully leading and motivating teams to achieve company goals. Skilled in operational management, data maintenance, problem-solving, and customer service excellence.

As an assistant manager at SHL, I manage major accounts in Vocational business, ensuring customer satisfaction and SLA achievement. My focus is on training and motivating my team to contribute to the company's growth and success.

SKILLS

Client Services

Customer Service Management

Communication

Organization Skills

Staff supervision

Escalation

Decision-Making

Adaptive Learning

Microsoft Office

Presentation skills

LANGUAGES

English | Advanced

Hindi | Native

EXPERIENCE

Assistant Manager Dec 2019 — Present
SHL

- I am responsible for managing the major accounts of Vocational Client Servicing, which include Nasscom IT/ITES, Healthcare, and Agriculture.
- Ensuring that the Sector Skill Council's SOPs are adhered to and delivered and that the team's overall quality is in line with KPIs and SLAs.
- Regularly inspecting trackers using Microsoft Excel for quality assurance and generating monthly and quarterly Quality and Analytics reports.
- Follow up with the NSDC team to resolve Symphony and JIRA tickets.
- Collaborating with cross-functional teams to achieve project goals and deadlines.
- Led the NSQF school assessment of all SSCs with external manpower.

Operations Team Lead Mar 2017 — Dec 2019
Wipro

- Managed and led a team of 14 Technical Support Representative for Bharti Airtel's UP West circle.
- My duties included monitoring complaints, planning the day, achieving targets, and adhering to the Service Level Agreement (SLA)
- Monitor team performance and ensure that the team is providing excellent customer service, addressing customer issues in a timely and efficient manner.
- Created daily, weekly, and monthly MIS reports and forwarded the same for further review.
- Analyzing complaints to take proactive measures to reduce the recurrence.

Outbound Sales Representative Dec 2016 — Mar 2017
Radiant Outsourcing Pvt.Ltd.

Outbound Telesales executive Apr 2016 — Dec 2016
Comparix financial advisory LLP

EDUCATION

Bachelor of Commerce-BCom Business/Commerce General Jul 2016 — Apr 2020
Delhi University

12th Class - Commerce Jun 2014 — Mar 2016
CBSE Board — New Delhi

HONORS & AWARDS

Top Dog (Employee of the Month) - SHL India Pvt. Ltd
Jun 2021

Employee of the year - Wipro Limited
Apr 2018