

# SAHIL SHARMA

Sharjah, near Al Jubail bus station, Sharjah Emirate, United Arab Emirates

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## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## Experience

- **TELUS International** Sep 2022 - Aug 2023  
Sales Executive  
**Retail Sales**  
**Customer Service Representative**

### Key Responsibilities:

- Greet and direct customers.
- Provide accurate information (e.g. product features, pricing and after-sales services).
- Answer customers' questions about specific products/services.
- Conduct price and feature comparisons to facilitate purchasing.
- Cross-sell products.
- Ensure racks are fully stocked.
- Manage returns of merchandise.
- Coordinate with the Retail Sales Representatives team to provide excellent customer service.
- Inform customers about discounts and special offers.
- Provide customer feedback to the Store Manager.
- Stay up-to-date with new products/services.

- **IGT Solutions** Jan 2022 - Sep 2022  
Process Associate  
**Process Associate**

### Key Responsibilities:

- Communicating with customers and sales representatives.
- Handled Visas and Immigration queries.
- Worked on GDS - Amadeus.
- Flights ticketing, Hotel reservations and tour packages handling.
- Gathering information about customer complaints.
- Developing aggressive retention strategies based on customer feedback.
- Negotiating with customers to renew contracts and retain business.
- Meeting with the sales team to propose customer retention solutions.
- Writing and presenting customer behavior reports.
- Building positive relationships with customers and business associates.

- **Perfect Care Business Solutions** Aug 2020 - Feb 2021  
Sales Executive  
**Sales Internship ( Retail Store )**

### Key Responsibilities:

- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Setting sales goals and sales strategies to achieve sales targets.
- Maintaining clients records and maintain positive relationships with customers.

- Meeting daily, weekly and monthly targets.
- Researching prospects and generating leads.
- Greet customers and resolving customer complaints and concerns.
- Exceptional sales and customer service skills.

## Education

- **Guru Gobind Singh Indraprastha University** 2018-2021  
Bachelors in Business Administration
- Passed Senior Secondary from CBSE in the year 2018.
- Passed Higher Secondary from CBSE in the year 2016.

## Achievements & Awards

- I have got the certificate from the Sarvahitey NGO for participating in the project at the time of pandemic. I got continuous Rewards & Recognition from my company. I have achieved champion of the month. Champion of the week in my performance. Turnaround performance of the month. Also, I have received many appreciation email for being top performer continuously.

## Activities

- Volunteered with Sarvahitey NGO. I was involved in various activities of Sarvahitey, including but not limited to spreading awareness, researching socio-legal topics, managing Social Media, and providing hyper local information with respect to Covid-19

## Personal Attributes

- Hardworking
- Problem Solving
- Honesty with work
- Leadership and Ownership
- Confident

## Languages

- English
- Hindi
- Punjabi

## Skills

- Worked on GDS tool - Amadeus.
- Knowledge in Client Relationship Management (CRM) tool. Worked on Salesforce And Microsoft Dynamics.
- Achieving Sales Targets.
- Worked on Microsoft Word, Microsoft PowerPoint, Microsoft Excel and Google Sheets.
- E-commerce and Social Media Handling.

## Declaration

- I solemnly declare that the above mentioned information is accurate to the best of my knowledge and belief.

A stylized, handwritten signature in black ink, appearing to read 'Sahil' followed by a flourish.

SAHIL SHARMA