Mukul Sharma

Administrator / Customer Services

Detail-oriented administrative professional with strong organizational skills and a proven ability to streamline office operations. Skilled in delivering exceptional customer service, resolving inquiries, and ensuring client satisfaction in a fast-paced environment.

✉ Mukulsharma101219@gmail.com 📱 +971 50 9210 156 📍 Dubai 📅 10 Dec, 1998

EDUCATION

Nest academy management of education, Dubai, UAE
ATHE is a Company registered in England and Wales (U.K)
Jan 2022 – May 2023
- **Diploma in Computing IT, Certificate No: 202147**

Tech CADD Computer education, Jalandhar, India.
Jun 2017 – Jun 2018
- **Diploma in Computer Application**.

D.S.S.D. Sr. Sec. School, Jalandhar, India
Mar 2015– Mar 2017
- **Matriculation & Grade II**.

PROFESSIONAL EXPERIENCE

Sales Associate, Mark & Spencer, Dubai Hills Mall,
Al Futtaim Sons Group, Dubai, UAE
Nov 2022 – May 2024
- Providing the best possible service to every customer
- Develop and implement sales strategies to meet and exceed monthly and annual sales targets.
- Build strong relationships with existing customers and key accounts
- Negotiate contracts and agreements with clients
- Prepare sales reports, performance analysis

Customer Services Representative, Threads Store,
Dulsco Powering Better Communities, Dubai, UAE
Aug 2022 - Oct 2022
- Manage a portfolio of clients and develop new business relationships.
- Present products and services to potential customers
- Negotiate terms of sale and conclude contracts successfully.
- Collaborate with internal teams to ensure customer satisfaction and resolve any issues.
- Achieve and exceed assigned sales targets.

Third Party Administrator, Central hospital,
Jalandhar, India
Sep 2020 – Jan 2022
- Provide Value added services to the patients.
- Increased patients satisfaction by resolving issues.
- Improved efficiency and productivity by acquiring new skills.
- Completed duties to deliver on targets with accuracy and efficiency
- Applied critical thinking to analyse problems evaluate solutions and select best decisions.

SKILLS

UAE Driving Permit | Team Work
Microsoft office | Business development
Decision Making | Problem solving
Verbal and Written Communication
Technical Computer Skills | QuickBooks
Leadership and team management

Certifications

I. ATHE Approved Level 4 Diploma in Computing IT.
II. ISO Approved Diploma in Computer Application.

ADDITIONAL DETAILS

- **UAE Driving Licence**

LANGUAGES

- English, Hindi and Punjabi

INTERESTS

- Cricket, Travelling and Editing