

# NEHA SHARMA

Specialist in Customer Relationships for Banking & Financial Operations

Dubai, United Arab Emirates

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LinkedIn profile

## EXPERIENCE

07/2024 – Present  
Sharjah, UAE

### Accounts Assistant

Annandale Consulting and Trading LLC

Maintained accurate financial records, **accounts payable** and **receivables** with timely follow-ups, and overseeing inventory, import, and export documentation.

03/2022 – 07/2023  
Chandigarh, India

### Quality Analyst

EClerx

- Continuously identified inefficiencies through audits to drive **-20% reduction in handling time** and **boosted customer satisfaction by +15%**.
- Analyzed root cause behaviors and minimized recurring errors leading to **+25% process improvement**.
- Reduced customer complaints by -15%** through cross-functional collaboration with product teams to address common UX pain-points.

03/2021 – 03/2022  
Baddi, India

### Warehouse Operations

Morepen Laboratories Limited India

- Generated custom reports in **Tally ERP 9**, providing insights to boost operational efficiency.
- Collaborated with **Regulatory Affairs** to integrate compliance into ERP, ensuring accurate record-keeping and simplifying audit preparations.

02/2020 – 09/2020  
Noida, India

### Associate Customer Support

Tech Mahindra

- Acquired precise knowledge of products and services at a quick pace to be **successfully accelerated towards handling case escalations**.
- Demonstrated a strong balance in customer empathy and solution-driven approach to deliver complete customer satisfaction and issue resolution.

01/2019 – 01/2020  
Shimla, India

### Customer Relations Specialist

New Era

Managed **client consultations**, **order processing**, and **issue resolution** related to print quality, delivery and billing, leading to improved customer satisfaction and loyalty.

01/2018 – 12/2018  
Shimla, India

### Customer Service Officer

Axis Bank

- Maintained **high customer satisfaction scores (85%)** through personalized financial advice and resolution.
- Audited and ensured **zero compliance violations** with regulations.
- Selected to **manage account discrepancies** and **regulatory compliance**.

## EDUCATION

03/2015 – 07/2017  
Chandigarh, India

### MBA (Finance & Banking)

Chitkara Business School

- Delivered project to optimize working capital & financial efficiency for manufacturing companies.
- Authored report on **Wealth Management Innovation** during an acquisition.

03/2012 – 07/2015  
Shimla, India

### Bachelors (Commerce & Accounting)

St. Bede's College

Analyzed business and user data through a comprehensive market survey on the usage of **E-commerce portals** i.e. OLX and Quikr to provide valuable insights into user preferences and trends

## PROFESSIONAL SUMMARY & SKILLS

- Experienced Operations Analyst** specializing in **Financial Regulatory Compliance**, **Customer Service Management**, and **Internal process auditing**.
- Proven experience in financial **regulatory compliance**, end-customer service management and internal process auditing across **Banking, Tech, Pharma & BPOs**.

## TECHNICAL SKILLS

- Advanced Microsoft Excel (certified March 2024)
- Tally ERP 9 + Accounting (certified March 2024)

## LANGUAGES

English (Advanced) ■■■■■

Hindi (Advanced) ■■■■■