

VANSHIKA SHARMA

SKILLS :

- Creative spirit
- Reliable and professional
- Organized
- Time management
- Team player
- Fast learner & Motivated

CONTACT



Dehradun, Uttarakhand



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ABOUT More than 5+ years of experience in the customer handling industry. Work areas include counseling, resolving customer's share financial investment-related queries, and operations-related work.

EDUCATION

1) Master Of Business Administration (Marketing)
Liverpool Business School | 2021-2023

2) Bachelor Of Computer Applications (Computer Sci & IT)
VNSGU | 2016-2019

EXPERIENCE :

NIVESHAA INVESTMENT ADVISORY | OPERATIONS MANAGER | 8 April 2025 - 8 MARCH 2026

- Managed end-to-end client communication via calls, emails, and chat platforms, ensuring timely resolution of queries

- Collaborated with sales, operations, and accounts teams to ensure seamless customer experience.

- Understood client requirements and guided them on suitable products and services, supporting the sales process.

- Maintained and updated CRM with client interactions, lead status, and service details.

- Prepared daily and periodic reports on client queries, resolution status, and service performance. Generated MIS reports to track operational efficiency and maintained structured documentation for internal review and audit purposes.

- Collaborated with internal departments such as operations, research, and accounts to ensure seamless client servicing.

- Identified recurring client issues and suggested process improvements to enhance service quality.

- Ensured adherence to company policies, communication standards, and response timelines.

KOTAK SECURITIES LTD | DEPUTY MANAGER | 4 AUG 2022- 5 Oct 2024

- Working in customer service and business unit, the core responsibility is handling customers and their equity market-related queries.

- Provide basic technical support to clients.

- Maintain KRA and customer relationship management (CSAT score) Responsible for data entries, and solving share-related troubles.

- Proposed and championed efficiencies to improve customer experience. Mutual fund handling

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SPECTRA OPERATION & CUSTOMER SERVICE ADVISOR | MAY 2019 - JUL 2022

- Providing customers with organization services and information

- Handling and resolving customer queries regarding services

- Answering phones from customers professionally and responding to customer's inquiries and complaints Process all the documents of clients via office portals

- Research required information using available resources

- Answering phones from customers professionally and responsibly to customers' inquiries and complaints. Managing 100+ (Voice, email, webchat)

INTERESTS & LANGUAGE KNOWN

SINGING, MUSIC, SERVICE ACTIVITIES, TRAVEL.

ENGLISH, HINDI, GUJARATI

COVER LETTER

Dear Sir/ Madam, I am currently looking for an opportunity that will allow me to utilize my existing skills, and at the same

time, also give me a chance to learn more and develop new skills.

I am a BCA graduate in the field of computer science & IT (June 2016- Feb 2019). For up-skill and development in my career trajectory, I have completed MBA from Liverpool Business School, UK (Distance learning: Upgrad) for a global MBA degree (Sept 2021 - July 2023) I have an overall experience of 4 to 5+ years of working experience where I worked in small - medium - and large companies with roles that upgraded me on my professional terms. I am confident that my proven track record of excellent work ethic, professional attitude, unparalleled attention to detail, and ability to execute high-performance operations and business development initiatives will make me an immediate asset to your organization. I am a great team player and a quick learner who has the ability to develop skills quickly. My adaptive, administrative, and team-building nature will definitely contribute to your organization's vision. I'm looking forward to talking more about the positions and my qualifications with you. I am available to talk at your soonest convenience.

Best Regards,
Vanshika Sharma