



# UMESH SHARMA

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Flat No.1109 A, Al Qadesia Building, Al Nahda Sharjah, UAE.

## PERSONAL DETAILS

- Nationality : Indian
- Marital status : Married
- Date of Birth : 12th Jun 1991
- Gender : Male

## LANGUAGE KNOWN

- English
- Hindi
- Urdu
- Punjabi

## INTERPERSONAL SKILLS

- Hard working, efficiently proficient.
- Possesses good relationship building and interpersonal skills.
- Excellent communication skills and a good team Player.
- Multilingual skills which allows me to effectively communicate with a diverse range of customers.

## TECHNICAL SKILLS

- Proficient in Microsoft Office, especially in Excel and Word.
- Experience with CRM software like Sales force, and Pay-net.
- Professional in email communication, skilled in managing emails using Microsoft Outlook.
- Professional certificate in Computer Application.

## ACADEMIC QUALIFICATION

- CERTIFICATE IN COMPUTING | Jun-2009  
Indira Gandhi National University, Delhi, India
- HIGH SCHOOL DEGREE | May-2008  
DICS computer education, Delhi, India.
- COMPTER APPLICATION | Dec-2008  
UBIQUE Software Institute, Delhi, India.
- HIGH SCHOOL DEGREE | May-2006  
DICS computer education, Delhi, India.

## CAREER SUMMARY

Experienced professional with 11 years of diverse experience in customer service and management roles. Possessing 5 years of call center expertise, 3 years in front-line customer-facing roles, and 3 years as an assistant branch manager. Proven track record of delivering exceptional customer service with a strong focus on enhancing customer satisfaction and driving business growth. Seeking a challenging role to leverage my skills and experience in a dynamic customer-focused environment.

## WORK EXPERIENCE

**ASSISTANT BRANCH IN-CHARGE** | Dec 2019 – Mar 2023  
Emirates India International Exchange, Dubai, UAE

### Job Duties & Responsibilities

- Overseeing the daily operations of the branch, ensuring compliance with company policies and procedures.
- Generating reports on branch performance, including financial metrics and customer service indicators.
- Assisting in marketing and sales efforts to promote the branch and increase revenue.

**CUSTOMER SERVICE EXECUTIVE** | Sep 2017 – Dec 2019  
Emirates India International Exchange, Dubai, UAE

### Job Duties & Responsibilities

- Assisting customers with telegraphic transactions, including buying and selling foreign currency.
- Addressing customer complaints and concerns promptly and professionally to enhance their overall experience.
- Extensive experience in high-volume cash handling for both foreign and local currency.

**CUSTOMER SERVICE EXECUTIVE** | Aug 2015 – Apr 2017  
Jindal Intellicom Ltd.

### Job Duties & Responsibilities

- Handle inbound and outbound customer calls in a professional and courteous manner.
- Maintain a high level of product and service knowledge.
- Utilized CRM software to document customer interactions, update records, and place order.

**CUSTOMER SERVICE EXECUTIVE** | Feb 2012 – Aug 2015  
Pace Setter Business Solution Ltd.

### Job Duties & Responsibilities

- Adhered to quality assurance guidelines and processes to ensure high standards of customer service.
- Met monthly sales targets through proactive selling and upselling/cross-selling.