



MANAV SHARMA

REAL TIME ANALYST (WFM)

CONTACT

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Address

F-2, C-340, Parshav Apartments,
Shalimar Garden, Ext-2, Sahibabad, Gzb

EDUCATION

- 2016 High School CBSE Board
- 2017 Hardware and Network Maintenance P.M.K.V.Y
- 2018 Graphic Designing Lal Bahadur Shastri Institute
- 2018 Intermediate NIOS
- 2020 Web Developer Google
- 2021 B.A. From DU SOL

SKILLS

- Written Communication
- Team Management
- Team building
- Compiling Data
- Nice IEX
- Microsoft Excel
- Data Analysis
- Analytical and Critical Thinking
- Genesys Cloud
- Quality Assurance

LANGUAGES

- Hindi
- English

HOBBIES

- Bike Riding
- Vlogging
- Gaming

PROFILE

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level RTA position. Ready to help team achieve company goals.

WORK EXPERIENCE

January 2023 - Current

Real Time Analyst (WFM), Teleperformance, Gurgaon, India

- Working as a RTA in Teleperformance.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Worked effectively in fast-paced environments.
- Identified issues, analyzed information and provided solutions to problems.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Proven ability to learn quickly and adapt to new situations.

May 2022 - January 2023

Customer Service Executive, Teleperformance, Gurgaon, India

- Worked in Teleperformance as a customer service executive.
- Provided customer service through email, phone, and live interactions to customers.
- Demonstrated strong communication skills and ability to handle different kind of customers.
- Increased efficiency and team productivity by promoting operational best practices.
- Responded proactively and positively to rapid change.

February 2018 - March 2022

Computer Executive Head, Amar Jyoti Roadlink

- Working as a Computer Executive Head for 3 years in Amar Jyoti Roadlink.
- Resolved workflow issues to optimize team productivity and improve delivery times.
- Led agile teams to deliver products quickly and to respond to user requirements.
- Tracked departmental expenditures, project schedules and team performance and progress.