

MAHAK SHARMA

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Career Snapshot

Seeking a Responsible and Challenging position within a Dynamic Organization where my extensive knowledge, skills, and experience may contribute towards the Growth and building up of healthy relationships for the Organization.

Area of Expertise

- Data Science
- CAD
- 2+ years as an HR Manager.
- 3+ years in the field of Customer Relationship Management, dealing with Shopify, Shiprocket, and Chatra chat process Software.
- Zoho CRM Software/ MS Word, MS Excel
- Punctuality and Deadline-oriented work.
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Educational Qualification

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| ➤ Pursuing Data Science from Great Learning | Ongoing |
| ➤ CAD Specialization in Architecture | 2021 |
| ➤ MBA in HR/Finance from Sikkim Manipal University (correspondence) | 2017 |
| ➤ B-ed from Central Academy, MDS University, Ajmer (Raj.) | 2015 |
| ➤ Bachelor in Arts from Sophia College, MDS University, Ajmer (Raj.) | 2009 |
| ➤ AISSCE from St. Mary's Convent School Ajmer (Raj.) | 2006 |
| ➤ Secondary from St. Mary's Convent School, Ajmer (Raj.) | 2004 |

Organizational Experience

1. Working in Seva Enterprise LLP as an HR Manager From 27 September 2021 till Present

Key Responsibilities:

- Recruiting/Onboarding/Orientation/Payroll/Performance Appraisal & Evaluation/Exit process.

- Working on Zoho Payroll, Cliq, Desk, Meeting, Connect, Training Central, Books, and Work-Drive, and MS Word, MS Excel, and Google meetings.
- Preparing Meeting Minutes/Scheduling Meetings with Team Members, Contractors, and Vendors.
- Member of the Internal Complaint Committee/Handling Conflict Management.
- HR-related day-to-day activities, Finalizing Job Description/KRA/Job responsibilities.

2. Completed Internship in HR from Marketing Mantra

June 20, 2021 – September 20, 2021

Key Responsibilities:

- Recruiting for the post of Public Relations/legal profiles.
- Induction/Orientation to new candidates.
- Drafting Job Description/Job Roles/ Job Responsibilities.
- Scheduling Meetings/Preparing meeting minutes.

3. Worked in Simply Dhanari E-Commerce Pvt. Ltd. as a CRM

Jan 2018 – July 2021

Role: Sr. Customer Relationship Manager

Team Size: 2

Key Responsibilities:

- Scheduling the products ordered through Flipkart, Amazon, and Shiprocket software.
- Keeping a record via Excel sheets.
- Resolving issues of the customers via mail/chat process.
- Assigning daily work to my Team and getting an update regularly.
- Reporting day-to-day progress and feedback to my Managing Director.

4. Worked as a CRM in Nirala India (Hills)

Aug 2016 – Oct 2017

Role: Front office/HR/ cum CRM officer

Team size: 2

Key Responsibilities:

- Handling/ building Customer relationships.
- Maintaining Records of Customers regarding Payment due, Interest charged Receipts, and the Customer's Visits/Queries/Background checks.
- Maintaining a record of Registry's/Maintenance Deeds/Settlement Deeds/ Legal records.
- HR-related work (Recruiting/Attendance/ Payroll in Excel sheets and MS Word).
- Maintaining Good Interpersonal relations.
- Assigning work to the Tele-sales department.

5. Worked in the Presidency school from

July 2015 - July 2016

Role: Sr. Teacher of Pol Sc/Eco.

Team Size: 4

Key Responsibilities:

- Teaching Political Science /Economics to 9th to 12th classes
- Assigning projects/Maintaining records.
- Taking sessions of students on relevant topics.
- Maintaining good interpersonal relations with colleagues and students.
- Coordination with Team members.

6. Worked as an Office Assistant at MIST Ajmer

July 12 - Dec 12

Role: Office Assistant

Team Size: 2

Key Responsibilities:

- Explaining to parents about different courses, study methods through which students are being inculcated, fee structures, Assignments, and examination Modules.
- Counseling/Maintaining documentation record.
- Invigilation of the Outside Exams.
- Assigning responsibilities to my Team members.

Seminars Attended

- Personality Development Career Launches Forums conducted by Sophia College.
- Soft skills and Psychological Seminars conducted by Sophia College.
- C.B.S.E. Seminar by Maheshwari International School, (Kishangarh).
- Industrial Visit to R.K. Marbles, (Kishangarh) through Sophia College.

Personal Details

Nationality: Indian
Sex: Female
Marital Status: Unmarried
Date of Birth: 4th Oct. 1988
Language known: English and Hindi
Strength: Positive attitude, strong willpower, Quick learner, good communication
Hobbies: Internet surfing, Outdoor games, Hollywood movies, listening music, Motivational Speech

DATE:

SIGNATURE