

# Eliza Sharma

Pune, Maharashtra

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Sales professional with 3 years of experience in the areas of business and sales channel development for multi-million-dollar, global organizations. Passionate, results-driven leader with a deep technical understanding and strong ability to identify, cultivate, and maintain strategic relationships with stakeholders and clients to achieve company-wide goals and objectives.

Willing to relocate to: Pune, Maharashtra

## Work Experience

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### **Freelancer Photographer**

Pune, Maharashtra

2017 to Present

### **Production Manager & Photographer**

Photo Mojo - Bengaluru, Karnataka

2016 to 2017

Worked as a Photographer.

Production manager for all shoots happened.

Done solo event shoots.

Worked on Album designs.

Assisted in video and the film shoots.

### **Sales Executive**

Mindchipps Consulting Pvt. Ltd - Pune, Maharashtra

2015 to 2016

Resolve customer complaints regarding sales and service.

Direct and coordinate activities involving sales of manufactured products and

Determine price schedules and discount rates.

Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.

Review operational records and reports to project sales and determine profitability.

Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.

Direct foreign sales and service outlets of an organization.

Represent company at trade association meetings to promote products.

Operation Associate, WNS Global Service Pvt Ltd. Pune, Maharashtra

### **ce, administrative**

2013 to 2015

or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.

Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.

Implement corporate or departmental policies, procedures, and service standards in conjunction with management.

Train or instruct employees in job duties or company policies or arrange for training to be provided.

Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.

Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.

Recruit, interview, and select employees.

### **Customer Care Executive**

INDUS Health Plus - Pune, Maharashtra

2012 to 2013

Confer with customers by telephone or in person to provide information about products or services, take or enter orders,

cancel accounts, or obtain details of complaints.

Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

### **Assistant Photographer**

PhotoMojo

## Education

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### **Bachelor of Arts in English**

S.P College - Pune, Maharashtra

2011

## Skills / IT Skills

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- Photography
- Photoshop

## Additional Information

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SKILLS

Microsoft Office (Excel, Word, Lightroom. Expert  
Expert  
Powerpoint)

Adobe  
Expert  
Photoshop