JAIDEV SHARMA

OBJECTIVE

To be an important part and highly motivated member of an organization of repute and to achieve new heights for self as well as for the organization

EXPERIENCE

July 2007 – Jan 2008 Teleperformance Gurgaon

TSE

- Handled US customers(AoL) regarding the queries of their internet connections
- Provided quality oriented services to the customers

Feb 2008 – Nov 2008 IBM Daksh
Gurgaon

Executive Operations

- Handled British customers regarding the queries of their internet connections
- Provided quality oriented services to the customers

Dec 2009 – Aug 2018 Mudgal Industries New Delhi

Marketing and Training Manager

- Handled a team of executives and strategic management of the sales and marketing division of the company
- Was taking care of the recruitment of the new hiring for entry and mid level positions
- Training the staff for soft skills, selling skills and polishing their spoken English skills as well.

Aug 2018 – Dec 2023 SEMG Facility New Delhi

Training Manager

- Training on Soft Skills and Selling Skills of the Employees
- Training for customer service and personal development

- Sales Training
- Recruiting for the company for various roles

Mar 2024- Till Date Freelancer Noida
Trainer

Training on personality development
Training on soft skills, interview skills and recruitment for co.
Training on IELTS and PTE
Team building activities

EDUCATION

- MBA from Amity University in international business and marketing
- B.Com from Kurukshetra University as a regular student

TECHNICAL EDUCATION

- DCA (Diploma in Computer Application), MS-Office-2000
- Accounting Packages(Tally 5.4,6.3)

PERSONAL DETAILS

Father's Name	:	Sh. N.R.Sharma
Religion	:	Hindu
Marital Status	:	Single
Nationality	:	Indian

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