

## **HIMANSHU SHARMA**

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H.N. 122 Kanawani Ahinsha khand II,

Indrapuram, Ghaziabad, U.P

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### **Career Objective:-**

Seeking a career opportunity within the organization where my dedication, hard work, & logic ability will help me to gain a position of substantial responsibility and where I can exploit my full potential.

### **PROFESSIONAL WORK EXPERIENCE :**

Working with **DISH TV INDIA Pvt. Ltd.** Since 21<sup>th</sup> Oct. 2020 to Till Date as MIS & CIRCLE CORDINATOR OF SERVICE IN UP. Dish is very good infrastructure service Provider Company.

#### **Primary Responsibilities as MIS & CIRCLE CORDINATOR OF SERVICE IN UP:**

- Handling complaints and installations of UP.
- Managing 16 DSC and 132 DCC of Dishtv and D2h brand
- Maintaining and achieving all the KPI parameters and pushing all Area Service Manager.
- Maintaining TAT of 4 Hrs. on complaints as well as service with all Area Service Manager.
- Meeting with all Area Service Manager for Repeat Installation & FR Calls.
- Prepare Daily, Weekly, Monthly Report of UP Service Team & Follow up with ASM.
- Presentations of data for Higher Management.
- Managing all MIS activity of the process.
- Ensure timely resolution of queries of Area Service Manager.
- Coordinate with All Area Service Manager for Pendency.
- Provide the Swap & Spare of UP.
- Providing new updates regarding the process.
- Help team members to maintain their quality targets by resolving their queries.
- Ability to work independently with minimum directions and transition process.

Worked with **COMPETENT SOFTWARE PVT LTD** Since 7th July 2013 to Sep 2020 as Process Associate. Competent software is one of the well reputed BPO services providing Company works for client FIRST AMERICAN & CORELOGIC of USA It helps in maintaining database for mortgage and real estate processes. Well versed with various US. Counties regarding their taxation and mortgage.

#### **The Primary responsibility as an Analyst includes:**

- Analyze the whole Mortgage document and capture necessary information (Lender, Loan amount, Prepared by, Attorney, Property address, Credit line, Adjustable rate etc.) according to the Client requirement.
- APN(Property identification number) search
- Title search
- Legal search

### QUALIFICATION :

- B.A. Passed from **DELHI UNIVERSITY** in 2013.
- 12<sup>th</sup> passed from **CBSE Board in** 2010.
- 10<sup>th</sup> passed from **CBSE Board in** 2008.

### PERSONAL DETAILS :

<b>Father's Name</b>	:	Mr. Swadesh Kumar Sharma
<b>Date of Birth</b>	:	19 Feb 1992
<b>Marital Status</b>	:	Married
<b>Nationality</b>	:	Indian
<b>Sex</b>	:	Male
<b>Language Known</b>	:	English & Hindi

### DECLARATION:

- The entire particulars given by me are true to the best of my knowledge and I willing to work anywhere in India or Abroad.

Date.....

Place.....

**(HIMANSHU SHARMA)**