



Sharmistha Sinha

A meticulous and organized individual, skilled at developing reports, and identifying solutions. Strong ability to handle complex projects. Innovative, creative, and willing to contribute ideas and learn new things.

GET IN CONTACT

Mobile: +91-8999811297

Email: sharmistha.sinha73@gmail.com

PERSONAL DETAILS

- Total Experience 1 Year 8 Months
- Current Location Bengaluru
- Date of Birth May 26, 1987
- Gender Female
- Marital Status Married

SKILLS

- Telecom Sales
- Digital Marketing
- SEO Writing
- Microsoft Office Applications

LANGUAGES KNOWN

- English
- Hindi
- Bengali

COURSES & CERTIFICATIONS

- Digital Marketing Certification-IIIDE
- Google Ads Search Certification

PROFILE SUMMARY

Enthusiastic client services professional with strong background directly interfacing with industry customers. Well-versed in products, services and consumer trends. Dependable achiever committed to holding highest ethical standards and maintaining customer trust.

EDUCATION HISTORY

Post Graduation

Course	M.A(Journalism)
College	MIT ADT UNIVERSITY
Year of Passing	2019
Grade	8.4/10

Graduation

Course	B.B.A/ B.M.S(Management)
College	Pandit Ravishankar Shukla University, Raipur
Year of Passing	2009
Grade	62%

Class XII

Board	Chhattisgarh
Medium	English
Year of Passing	2006
Grade	75-79.9%

Class X

Board	Chhattisgarh
Medium	English
Year of Passing	2004
Grade	60-64.9%

WORK EXPERIENCE

Jan 2013 to Nov 2013

Customer service at Convergys

- Answered incoming calls and emails, providing frontline customer support and assistance with product and service inquiries. Responded promptly and professionally to customer queries, ensuring a high level of customer satisfaction.
- Promoted available products and services to customers during service, account management, and order calls,

maximizing upselling opportunities and revenue generation. Demonstrated strong product knowledge and persuasive skills to effectively sell additional offering.

Apr 2010 to Dec 2010

Customer Service Executive at Mphasis

- Communicated effectively with team members to ensure timely response times for customers.
- Provided prompt and courteous service to customers via phone, email
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service
- Assisted with customer inquiries related to product information. order status. returns and exchanges. billing issues

INTERNSHIPS

INH News, 1 Months

- Research and content development
- Scripting
- Assist in Production programming

The Hitavada, 1 Months

- Fulfilled multifaceted duties that include reporting, news feature writing
- Research, proofreading and headline writing

PROJECTS

Ikea, 1 Months

- Developed a social media strategy campaign to increase followers on the company website using the AIDA model.
- Designed own creatives for the campaign, written copies, #tag, and tagline aligned with the campaign.
- Created sample ads for IKEA as a part of the campaign for various social media platforms like Instagram, Facebook Youtube, and LinkedIn.
- Added a media plan to the campaign as a part of the project.

Shiksha, 1 Months

- A video project showing the current situation of Government Primary schools in India.
- Conducted interviews with various teachers and students in various schools in Maharashtra.

OTHER INTERESTS

Travelling

