

Yogesh Sharma  
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## **OBJECTIVE**

To work in an environment where I can enhance my skills and strengthen my knowledge besides giving a positive contribution to the organization through my work.

## **WORK EXPERIENCE**

**Maharashtra Feeds Pvt Ltd:** Feb 2023 to Nov 2023.

Working as an – Deputy Manager in MIS and Business Development department with Maharashtra Feeds Pvt Ltd in Delhi Corporate office.

### **CORE COMPETENCIES:-**

- Coordinator between back office team and Sales Team for Order booking and billing.
- Circulate DSR (Daily sales report) to Sales Team.
- Handling Sales Team and Back Support Team to resolve their issues.
- Taking Daily Meeting of sales team and share the MoM with Management.
- Working on dealers or distributors regarding Downfall in sales, order related and taking feedback if any.
- Taking reporting from the sales team for their Weekly Sales Plan and track their performance.
- Regular follow ups from Dealers and Farmers for their Sales and Complaint related queries.
- Plan Technical Person visit as per the requirement from the Sales Team or Dealer Requirement.

**The Delhi Flour Mills Co Ltd:** Dec 2018 to Jan 2023.

Worked as a – MIS Sales Coordinator with DFM Ltd (Delhi Flour Mills Co Ltd) in Delhi Corporate office.

### **CORE COMPETENCIES:-**

- Prepare suitable and regularized structure to formalize MIS (Analyze and Publish Reports on All Sales deliverables.)
- Order booking and billing.
- Circulate DSR (Daily sales report) for Retail and Bulk Team.
- Handling Sales Team and Back Support Team to resolve their issues.
- Prepare reports for all products segments.
- Visit Distributors and Product users for Sales or quality related issues,
- Prepare Incentive or Preferred for all depots.
- Market visit for search Vendors.
- Handling scheme related activities i.e., printing of Catalogue, Tracker Cards, Stickers and Scratch coupon cards.
- Managing Marketing activities like negotiation with vendors, new vendor onboard etc.
- Vendor Management.
- Process debit and credit note.
- Payment followups and update TDS/TCS.
- Billing and Plan for Bran division.

**Oxigen Services:** Jul 2017 to Nov 2018.

Working as a – Asst. Manager Sales Coordinator with Oxigen Services India Pvt Ltd, Gurgaon. Along with that handling SBI Kiosk business for Delhi Circle (Whole NCR and UP).

**CORE COMPETENCIES:-**

- Entirely developing a suitable and regularized structure to formalize MIS (Analyze and Publish Reports on All Sales deliverables.)
- Structuring and evaluating various metrics to be included in the compensation structure of sales employees using comparative analysis techniques (sales incentive policy's implementation and target distribution analysis, Incentive & PLI payouts calculation of Sales team)
- Reviewing and analyzing various business related schemes for the business growth or Cost Benefit.
- Handling SBI Kiosk business for North and West Regions (India).
- Handling Sales Team and Back Support Team.
- Track business on different parameters.

- Conducting sales reviews on their performance.
- Visit Retail Partners to address their issues.
- Attend meetings with SBI Kiosk teams.
- Addresses issues to SBI related to CSP's.

**Bajaj Finance:** Dec 2015 – Jul 2017.

Worked as a Senior Sales Executive with Bajaj finance, (Consumer Durable) Gurgaon.

**CORE COMPETENCIES:-**

- Sourcing finance to walkin customers.
- Maintain MIS of sales reports.
- Maintain sales tracker.
- Pitching EMI card to customer.
- Pitching Product insurance and Extended warranty program.

**Vijay Sales:** Jan 2014 – 30<sup>th</sup> Nov 2015

Worked as a Customer Support Executive with Vijay Sales, Gurgaon.

**CORE COMPETENCIES:-**

- Handling Customer Service Department of Gurgaon and Faridabad.
- Handling Post Sale service from various brands.
- Handling customer complaints by incoming calls.
- Taking care of Stock Defective products.

**CROMA “A TATA ENTERPRISES”:** Jul 2012 – Dec 2013

Worked with Croma – A Tata Enterprises, Crown Interiorz Mall, Sec-35 Faridabad as a Customer Support Executive.

**CORE COMPETENCIES:-**

- Handled Customer Service Department.
- Post Sale service for various brands.
- Customer online and offline process.
- Maintain the records of that product which has been submitted in various service centers and follow up with respective brands.
- Follow up for the demo and installation with respective brands.
- Maintain the delivery data in the excel sheet.
- Work on CRM Application for the online complaints as like Delivery request or complaint, Demo / Installation, Defective products deliver etc.
- Follow up for delivery on daily basis.

**PEEKAY FARM EQUIPMENTS (I) PVT. LTD.:** Nov 2010 – Jun 2012

**Position held:** Office Assistant

Worked as an Office Assistant with PEEKAY FARM EQUIPMENTS (INDIA) PVT. LTD. Okhla Phase-I, New Delhi.

**CORE COMPETENCIES:-**

- Attend the customer calls.

- Visit the bank for accounts related works.
- Visit the customer place for the site inspection.
- Handle the Exhibition responsibilities.
- Record keeping, filing of document and maintenance of filed document.

### **GRSE LTD: April 2009 – Oct 2010**

**Position held:** Office Assistant and Data Entry Operator

Worked as an Office Assistant on behalf of GRSE Ltd., New Delhi (headquarter in Kolkata) in Directorate of Naval Design, Ministry of Defence, New Delhi.

### **CORE COMPETENCIES:-**

- Entry, Updation and Analysis of data for obtaining value information.
- Record keeping, filing of document and maintenance of filed document.
- Preparation of data package by assimilating all reports, calculations & documents of ongoing projects.
- Local website (Intranet) development using Dreamweaver 8.0.

### **COMPUTER PROFICIENCY**

- Microsoft Office 2003 & 2007
- Operating System – Windows XP/Vista
- Abby Fine Reader
- SAP – CRM (Customer Relationship Management)

### **TECHNICAL PROFILE**

- ✓ Three months course in Computer Applications from Delhi

### **ACADEMIC QUALIFICATION**

- Intermediate from HBSE Board
- Matriculate from HBSE Board
- Graduate from KSOU

### **PERSONAL DETAILS**

- Date Of Birth Feb 20<sup>th</sup>, 1991
- Father's Name Mr. Ram Kumar Sharma
- Languages Known English, Hindi

I hereby declare that all statements made in this resume are true, complete & correct to the best of my knowledge and belief.

Yogesh Sharma