

CONTACT

Address

Rewari, India 123102
DOB : 28 July 1998

Phone

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SKILLS

Technical Troubleshooting

Advanced Excel

SAP

Customer Relations

E-commerce Solutions

Point of Sale (POS)

Inventory Control

Financial Support

Team Building

Business Development

Data Entry

LANGUAGES

Hindi: Advanced

English: Advanced

Kannada: Advanced

Haryanvi: Advanced

PRAG SHARMA

TECHNICAL SUPPORT EXECUTIVE

Results-oriented professional with a strong track record of building customer relationships, solving complex problems, and delivering exceptional service. Committed to leveraging technical expertise and cross-functional collaboration to optimize customer support outcomes.

WORK HISTORY

Sales Executive – Om Sai Cement Agency, Rewari, Haryana

Responsibilities

Handled cement sales across Rewari, Bawal, Dharuhera, Manethi, and nearby areas by visiting dealers, retailers, builders, and contractors. Increased sales by developing new dealers, generating orders, and maintaining strong relationships with existing customers while achieving monthly sales targets.

Smartbox Ecommerce Solution Pvt Ltd

Technical Support Executive

- Troubleshoot and resolve technical, platform, and order-related issues for e-commerce users and vendors.
- Maintain clear communication channels to guide clients through software features, systems utilization, and API queries.
- Collaborate with internal teams to track technical bugs, escalate infrastructure requests, and streamline platform performance.

State Bank Of India, Rewari

FOS (Financial Operations Support)

- Accompanied sales representatives on site visits to resolve issues and foster and build relationships.
- Cultivated cross-functional partnerships with sales and support teams to achieve commercial and departmental objectives.
- Managed contracts and operations at customer sites to encourage safe working conditions, compliance and financial performance.

- Delegated work assignments and processes to manage inventory, manpower, and equipment and maintain optimal customer service.

Reliance Retail, Bangalore

Store Manager

- Managed inventory control, cash control, and store opening and closing procedures.
- Approved regular payroll submissions for employees.
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation.
- Promoted team collaboration, performance, and efficiency by fostering healthy environments focused on mutual success.

EDUCATION

Feb 2020 - Mar 2021

Diploma in Customer Care Executive

Apr 2017 - May 2018

12th Commerce

Govt. Sr. Sec. School – Mandola

DOB