## **Himani Sharma**

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**HIGHLIGHT OF SKILLS AND QUALIFICATIONS**

* A dedicated, honest and hard working professional with good communication skills and education in business and excited to start my career in a company to utilise my skills and put my learning into practice.
* **Personal Skills:** Document Management, Strong Communication Skills, Quick Leaner, Planning and Time Management, Good Listener, Following Processes
* **Office Management Tools:** MS Word, MS Excel(Complex Data), MS Powerpoint, Notepad ++
* **Web Technology:** HTML, CSS
* **Languages:** English (written and verbal), French(L3)

**EDUCATION**

**Business Management** **Jan 2016 - Pursuing**

Lasalle College, Montreal, QC

* Total college credits earned: 23

**High School(Commerce Stream)** **2015**

DAV College, Punjab, India

* 92%(A+)

**PROFESSIONAL EXPERIENCE**

|  |  |
| --- | --- |
| **Customer Service Representative** | **May 2017 – Pursuing** |

*Teleperformance ,Montreal, QC*

**Responsibilities:**

* Interaction with the customers and helping them to track the order status and assist them with product details.
* Acting as a representative for all the communication to get related details about the user accounts.
* Reviewing the excel data as per the prescribed rules and flag the accounts that have to be reported.

**Customer Service and BookKeeping June 2016 – Aug 2016**

*A &W,Montreal, QC*

**Responsibilities:**

* Interaction and communication with the customers helping them placing their order and giving information about the product.
* Involved in closing, maintaining the paperwork and submitting the finance information for the complete day with detail information.
* Preparing the complete data about the inventory information and communicating with the related departments.

**ACADEMIC COURSES 2016**

* Careers in management
* Planning , organizing , controlling marketing , and investment , SWOT ANALYSIS , PESTEL ANALYSIS.
* Organizational communication
* Communciation skills in organization like leadership skills, motivation skills , cooerdination and controlling.
* Accounting 1 , Accounting 2
* Prepared financial reports , performed bookkeeping /accounting duties including accounts payable and receivable , payroll tax and GST and HST.
* Familier with accounting sage 50 such as prepared ledger, journals , customer invoices.
* Financial reports like balancesheet , income statement , cashflow statement
* Introduction to ebusiness
* Value of buying and selling online, done project on blackberry products , growth issues , budgets
* Statistics for management
* Familier with GeoDa software for statistics data and Ms-excel formulas(correlation , regression , standard deviation and many more )
* Marketing
* Learned thoroughly about the target market , marketing strategies , and demand & supply concepts.
* Computer management 1 & 2
* Learned HTML, MS-Office (MS-Word, Excel, and Powerpoint).

**ACADEMICPROJECTS**

**Uber service and Experiences 2016**

*Lasalle college*

* Designed a questionnaire to collect primary and secondary data from 50 people to develop statistics data.
* Prepared MS-Excel sheets to analysis the collected data, by using various kind of formulas .
* Submitting project reports to the mentor.
* **Tools:** Google drive,MS-Excel,GEOda software.

**Marketing (Westjet) 2016**

*Lasalle college*

* Researched on Westjet company and analysis SWOT concept, focus on Target Market of the company
* Co-ordinating with other teams in order to decide the requirement as per expectations of the mentor.
* Presented and summarized whole project in front of class.
* **Tools:** MS-Word.

**EXTRA-CURRICULAR ACTIVITIES/ PERSONAL AND PROFESSIONAL INTERESTS**

* Participated in inter college dance competition.
* Participated in various Art and Craft competitions.
* Won an inter-school badminton competition.
* **Sports:** Member of the college Badminton team.
* **Passions:** Member of an India based NGO known as Unique Home foundation.
* Organize the birthday party for the kids every year on children’s day.

**REFERENCES**

* Mysoun (Supervisor)

Teleperformance, Montreal, Quebec

+1 (514) 415-8000

* Hai Yang (Professor in Management Department )

Lasalle College, Montreal,Quebec

+1(514) 939-2006

* Imad Mantash (Professor in Management Department )

Lasalle College, Montreal,Quebec

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