



Ritik Sharma

CUSTOMER SUPPORT SPECIALIST
/ BUSINESS DEVELOPMENT

Details

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Zirakpur, 140603
India
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NATIONALITY
Indian

DATE / PLACE OF BIRTH
01/09/2000
Chandigarh

Skills

Ability to Work Under Pressure

Adaptability

Leadership Skills

Ability to Work in a Team

Ability to Multitask

Fast Learner

Communication Skills

Computer Skills

Effective Time Management

Highly Organized

Hobbies

Song Writing, Poetry, Basketball,
Fitness and Gym

Profile

Customer-focused professional with almost 4 years of experience in business development and customer support, specializing in client relationship management and service delivery. Skilled in resolving inquiries, coordinating appointments, and gathering feedback to enhance customer satisfaction. With a BBA degree and strong communication, problem-solving, and interpersonal skills, I excel in streamlining processes and delivering exceptional support in fast-paced, service-oriented industries.

Employment History

Business Development Manager, Patentskart, Chandigarh

JUNE 2021 – SEPTEMBER 2022

- Identified and pursued new business opportunities, resulting in a 30% increase in client acquisition.
- Built and maintained strong client relationships, ensuring consistent revenue growth.
- Conducted market research and competitor analysis to identify trends and opportunities for expansion.
- Led sales presentations and negotiations, closing deals.
- Collaborated with cross-functional teams to design customized solutions for clients.

Team Lead, Misshya technology, Mohali

OCTOBER 2022 – MAY 2023

- Supervised and mentored a team of 10+ sales executives, improving overall team performance by 25%.
- Designed and implemented strategies to enhance lead generation and conversion rates.
- Monitored team KPIs and provided actionable insights to achieve sales targets.
- Developed training programs to improve team efficiency in client communication and relationship building.

Business Development Executive, HexaQuest, Hyderabad

MAY 2023 – AUGUST 2024

- Managed client relationships, ensuring consistent communication and a high level of satisfaction.
- Conducted market research and competitor analysis to identify trends and opportunities for business expansion.
- Delivered presentations and proposals to prospective clients, securing multiple high-value contracts.
- Led a team of 8+ business development executives, driving a 25% increase in

Business Development Executive, Stellarix, Jaipur

SEPTEMBER 2024 – JANUARY 2025

- Resolved complaints and escalations promptly, maintaining a high standard of service
- Led end-to-end business development activities, driving client acquisition and revenue growth.
- Collaborated with global clients to understand business needs and offered tailored consultancy solutions.
- Conducted in-depth analysis of client reports, including annual and CAGNY reports, to identify growth opportunities

Education

Bachelors in Business Administration , PGGC 46 College, Chandigarh

SEPTEMBER 2019 – JUNE 2022

Bachelor of Business Administration (BBA) graduate from P.G.C 46, Panjab University (2019-2022), with expertise in business communication and client relationship management. Skilled in coordinating patient appointments, gathering feedback, and delivering empathetic, efficient customer support to enhance healthcare service quality. Dedicated to ensuring seamless patient experiences and driving operational excellence.