



## Dhiren Sharma

PGDM in Marketing with Analytics Minor - Equipping for Sales and Service

### CAREER OBJECTIVE

Highly resilient and passionate professional seeking a challenging role to leverage strong interpersonal skills, and strategic mindset for a Sales role in an organization where I can drive the growth and success of your company by developing and executing sales plans and leveraging data-driven insights.

### PROFESSIONAL EXPERIENCE

**Organization:** NatWest, Chennai

**Designation & Duration:** Digital Customer Support and Operations Analyst, 17 months (2020-22)

**Summary:** Delivering successful customer and business outcomes, participating in initiatives to improve customer service procedures, and reviewing ineffective processes which could be automated.

### ACADEMIC PROJECT(S)

**Organization:** Ranger Apparel (Terra Luna)

**Topic:** Request for Problem (RFP) on Revenue Growth

**Objective:** Focusing on enhancing the sales and topline growth by Emphasising on increasing the distribution network to cater to a wider audience. (Project in Progress)

**Topic:** Research Incubation (RI) Project in D2C Industry

**Objective:** The project aims to provide insights and actionable recommendations for Licious to improve its perception in the customers' minds, by effectively competing with local butcher shops, ultimately driving growth and customer loyalty. (Project in Progress)

**Organization:** Truffles

**Topic:** Design Thinking

**Outcome:** Addressed the problem of Customers walking away by suggesting measures to be customer-centric. Also, developed an app model which facilitated more takeaways & designed an optimized layout.

### PROFESSIONAL QUALIFICATION(S)

**Post Graduate Diploma in Management in Marketing | Analytics Minor | Jagdish Sheth School of Management | Class of 2024 | CGPA of 8**

**Bachelor of Commerce (B. Com) | D. G Vaishnav College | 2020 | 67%**

### PAST EDUCATION

**Higher Secondary with Commerce (12<sup>th</sup>) | Sindhi Model School | 2017 | 90.4%**

**Secondary School (10<sup>th</sup>) | Sindhi Model School | 2015 | CGPA of 8.4**

### ACCOMPLISHMENTS & ACTIVITIES

- **Heading** the Admission Selection Process at Jagdish Sheth School of Management (2022-23).
- **Received Spot Ovation** in NatWest in December 2020 for organizing team huddles and events.
- **Secured** Runner-up position in Interhouse Basketball and Volleyball competition held in Sindhi Model School in 2017.
- **Certified freestyle dancer** by Dancirra School of Dance (Chennai) in 2017.

### THOMAS PROFILE COMPETENCIES

Analytical Thinking  
Goal Seeking  
Strategic Thinking  
Communication skills

### TECHNICAL SKILLS & CERTIFICATIONS

Tableau- Intermediate

SPSS- Beginner

Power BI from Udemy- Beginner

Professional Banking from Chartered Banker Institute (U.K)

Artificial Intelligence from Future Learn (Accenture)

Red Bull on Premise Sales-Forage

### INTERESTS & HOBBIES

Road Trips- (2 trips in a year)

Cycling- 10kms in a day

Dancing- Freestyle

### REACH ME AT

#### MOBILE NUMBER

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#### Email Id

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2. [dhiren519@gmail.com](mailto:dhiren519@gmail.com)

#### LinkedIn Profile

<https://www.linkedin.com/in/dhiren-sharma->

#### Domicile

Chennai, Tamil Nadu

### LANGUAGE

English, Hindi, Sindhi, Tamil

(Reading, Writing, Speaking, and Listening)