

# Jason Sharma

Belfast

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I am looking for a business to grow in where I can benefit from the potential to grow into senior positions and help the business smash targets and grow in whatever industries are involved in present or future. I am hard working and driven to succeed. I would love an opportunity for an interview to show you what I can bring to your business.

Willing to relocate: Anywhere

## Personal Details

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**Eligible to work in the UK:** Yes

**Highest Level of Education:** A-Level or equivalent

## Work Experience

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### **Customer Service Advisor**

NI Direct - Belfast

May 2022 to June 2022

Was training with NIDirect as a customer service advisor, this was mostly webchat and on the phone. My customer service skills over webchat and the phone were immensely improved and I really understood the importance of building a rapport.

### **Retail Assistant**

greenfield merchandising - Belfast

April 2021 to March 2022

This role was involved in retail environments, various different projects. Always meeting and working with different people and meeting different customers. Mostly it was working in different stores merchandising their stock. During my time I worked in boots and tesco's.

### **Tesco Delivery Driver**

Tesco - Belfast

August 2019 to January 2021

I was delivering customers shopping to their doors. This role taught me a lot about how to deal with different customers. I made sure the customers received the best customer service and made sure their shopping was 100% up to standards. Timekeeping, communication organisation skills were really developed in this job.

### **Door Supervisor**

PHONIEX - Belfast

April 2019 to February 2020

During my time at phoenix security, I was a doorman at McDonald's and filthies nightclub. This job was the craziest job I've had. It really helped me develop communication, patience, problem-solving and teamwork skills. every day was different as you never knew what customers would do as they walked through the door. how to deal with customers and how to calm certain situations down was the main foundation of this job

### **Street Staff**

City sightseeing Belfast - Belfast  
January 2018 to October 2019

The foundation of my communication and sales skills came from this job. Every day I was up against tough competition from other companies trying to sell their tour over mine. Negotiating skills, professionalism, adaptability to different situations was really improved. Every day was different with different customers every day. This job really helped build my skills in building a good relationship with customers. how I stood out from other salesmen from other companies was building that rapport in them opening 30 seconds of the conversation. something was really helped me going forward in other sales jobs

## Education

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### **Certificate of higher education in Computer Engineering**

City and guilds - Limavady  
July 2022 to December 2022

### **A-Level or equivalent in Business studies, Biology abd Physical education (BTEC)**

BRA - Belfast  
August 2018 to August 2019

### **GCSE or equivalent in Triple award science, RE, Maths, English language and literature, Business studies, PE.**

RBAI - Belfast  
September 2012 to August 2018

## Skills

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- Marketing
- Sales (6 years)
- Communications
- Receptionist
- Management
- Fast Learner
- Cash Handling (1 year)
- Cdl Driver
- Computer skills
- Time management (6 years)
- Communication skills (6 years)

- Customer support (5 years)
- Adaptability
- Microsoft Excel
- Communication skills
- Microsoft Word
- Customer Service
- Retail
- Microsoft Office
- Inventory
- CSR
- Call Center
- Multilingual

## Languages

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- Punjabi - Fluent

## Certifications and Licenses

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### **Driving License**

April 2018 to Present