

MANIISHA SHARMA

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PROFILE SUMMARY

Result oriented professional with over 25+ years of comprehensive expertise in:

<i>Interview Skills</i> <i>Emotional Intelligence</i>	<u>As an Empowerment Catalyst</u> <i>Leadership Skills</i> <i>Anger Management</i>	<i>Communication Skills</i> <i>Career Readiness</i>
<i>Office Management</i> <i>Client Relationship Management</i> <i>Business Development</i>	<u>As a Corporate Professional</u> <i>Inventory & Stock Management</i> <i>New Process Development</i> <i>Go-to-Market Strategies</i>	<i>Hiring & Training</i> <i>People Management</i> <i>Partner Management</i>

STRENGTHS

- Includer
- Restorative
- Responsibility
- Harmony
- Adaptability

CORE COMPETENCIES

As a Coach:

- Committed to empowering Individuals by providing the strategic guidance and support they need to succeed.
- Utilized active listening to build strong rapport and establish trust.
- Facilitated weekly goal-setting sessions and provided ongoing accountability support, achieving their key performance indicators.

As a Director/ Founder & Corporate Employee

- Managing people, business & Office.
- Leading and managing teams delivering on annual operating plan for after sales revenue, client relationship management and new acquisition pipeline.
- Leading inside sales & client care operations for large enterprises and commercial market.
- Persuasive communicator: Use consultative selling skills to identify opportunities, overcome objections, build relationships and turn cold canvassing into sales
- Tenacious negotiator and closer: Adapt in conveying the benefits of products/services and generating customer interest. Quickly learn, master and sell new product offerings

Youth Empowerment & Skills Strategist

Since Jan '2024

Sole – Empowerment Catalyst, Youth Architect & Vision Enabler

Driven by a desire to empower young people, make a **positive impact, understand and support their struggles, and promote financial independence**. By sharing **expertise, creating a supportive community, and helping young people build confidence and skills**, can create a lasting impact. A holistic approach that integrates **career development, entrepreneurship, skill-building, and personal growth aims to enhance overall individual satisfaction and success**

Dynamic and results-oriented Soft Skills Trainer in developing and delivering impactful training programs.

Completed Projects:

- **Maharshi Dayanand University** – 3 days Soft Skill workshop for 1st Year law Students
- **Aarogyam College** – Anger management & Listening Skills
- **Maharshi Dayanand University** – Academic to Corporate life – 2 days workshop
- **Vivekananda Global University, Jaipur** – 1 Day workshop on Soft Skills
- **RNB Global University** – Bikaner. 1 day Workshop on Soft Skills
- **SRM University** – Sonipat : Team Management for different batches

- **Aarogyam College, Roorkee**– Anger management & Listening Skills
- **Pathway to Leadership (Age 17 to 22)** – 6 months Project – Landmark Worldwide
- **Inner Wheel NGO (School Drive)** – Listening & Communication Skills
- **Satyam Shivam Sundaram Group of Institutions** – Final Year on Transition from Academic to Corporate World
- **Satyam Shivam Sundaram Group of Institutions** – Anger Management

Ongoing Projects:

- **Mentor/Life Coach (10 hrs in a week)** – Landmark Worldwide
- **Satyam Shivam Sundaram Group of Institutions** – Communication Skills and Leadership
- **Delhi World Public School** – Anger management for 12th Class

Upcoming Projects:

- **Bharti Vidhyapeeth College** – Workshop on Interview Skills & Communication Skills
- **Regional Center of Biotechnology** – Emotional Intelligence workshop for PhD Students
- **IIM Amritsar** – Guest Lecture for Leadership Skills

EMPOWERMENT CATALYST | COUNSELING PSYCHOLOGY

My mission is to empower individuals through dynamic and engaging workshops, fostering their holistic development and equipping them with essential skills for academic excellence, professional success, and a fulfilling life

1. **Communication & Problem Solving**
2. **Anger Management & Team Work**
3. **Emotional Intelligence (EQ)**
4. **Adaptability, Flexibility and Time Management**
5. **Leadership**
6. **Skill Integration with Career Readiness**

CORPORATE EXPERIENCE

Since Sept 2018 **Etechno Solutions as Director & Founder**

Since Aug '2013 **Webcon IT Solutions Pvt Ltd as Founder & Director**

May'08 - June '2013 **Cisco Systems, New Delhi as Virtual Partner Account Manager**

Key Responsible Areas:

New Business Development

- Analyzing and building new market
- Responsible for **Commercial** and **Enterprise** market all India.
- Complete ownership of relationship management and revenue growth
- Managed the sales cycles for building new sales pipelines and managing existing accounts including pre-sales, sales & after-sales customer service

Client Management

- Interfacing with Clients and understanding all the requirements and queries
- Proposing Right Solution and closing the deal Online

Partner Management

- Monitoring customer activation process, ongoing support around customer service levels, contract renewals, and billing, complete O2C ownership.
- Introducing and enabling new partners
- Partner Revenue analysis and performance
- Accelerate Tier-2 Partner led business through Distribution channel.

As an additional responsibility, I am accountable for providing insights around **Sales Budgets across APJ region**. This includes capacity building initiatives, developing presentations, competition analysis, forecasting budgets etc

Highlights:

- Achieved YoY 100% sales target

- Was amongst the top qualifiers for Cisco's Sales Recognition Programme in Las Vegas for last three consecutive years
- Biggest deal closed in FY 14-15- Tech Mahindra (1M \$) and UST (500k \$)
- Have managed clients across sectors including **Information Technology, Healthcare, Banking & Financial Services, Real Estate, Media & Entertainment, Telecommunication and Education.**

Apr'03- Apr'08 WebEx Communications (Cisco Systems)

Designation: Team Lead – Sales Coordinator

Key Responsible Areas:

- Responsible for a Team of 4 Sales Coordinators.
- Team Management.
- Designing plan of action for executives not meeting the predefined targets.
- Conducting 'One on One' sessions to understand their areas of concerns and provide additional assistance.
- Training the new joinees about the process and keeping a check on their performance reports.
- Sharing the best practices with the team so as to achieve their targets.
- Managing daily MIS.
- Live barging into the calls made by agents, evaluating them as per the Quality Parameter.
- Achieving outbound sales target.
- Reporting to Manager Sales North

As a Sales Coordinator:

Key Responsible Areas:

- Searching prospective clients through Internet, Newspaper & periodical magazines and analysis of business market
- Responsible for Client Interaction / Communication
- Mapping the concerned authorities details and briefing them about the conferencing services
- Sending proposal to potential clients and making presentation,
- Contacting top authorities and arranging meeting with the Sales Managers
- After gauging their requirements, giving them Service Demo.
- Following up with them for the formalization of our services.
- Getting the feedback from the existing clients for our services.
- Addressing the queries of the existing clients and coordination with Team Managers for arranging their meetings.
- Designing customer promotion, achieving customer satisfaction
- Preparing and circulating Daily, Weekly, Monthly MIS across the country

Jan '03 to Apr '03 Modi Xerox

Designation: Telesales

Key Responsible Areas:

- Coordinating the feedback received from clients on the cards and other benefits at the conference organised.
- Telemarketing of Xerox and Fax Machines to prospective and old clients available in the database.
- Generating daily/weekly/monthly reports relating to client order generation.
- Organising quarterly / yearly parties for clients and employees across the country.
- To maintain coordination between clients and employees.
- Maintaining and updating active database of clients.
- Handling miscellaneous client's queries.
- Meeting clients and closing sales orders.
- Taking Supervisory calls and doing floor support

EDUCATION

2000	Bachelor in Electronics and Telecommunication Engineering
2021	Bachelor in Psychology
2023	Counseling Children & Adolescents - ACCREDITED CERTIFICATE
2023	Child Psychology (Advanced Level)
2024	Oxford Diploma Art Therapy Psychology
2024	Specialized Certificate Course in Psychological Counseling
2024	Certificate in Adolescent Health and Counseling
2024	MA Psychology (Distance)

PERSONAL DETAILS

Date of Birth: 5th Oct 1979
 Location: New Delhi