

ANSHU SHARMA

Jammu, India | 7006786873 / 9622105873 | anshu.sharma@email.com

PROFESSIONAL SUMMARY

Result-driven and highly versatile Professional with a solid foundation in Electronics & Communication Engineering and extensive cross-functional experience spanning Technical Sales, Remote Customer Success, and Network Engineering. Proven track record of accelerating account acquisition and revenue growth within top-tier telecom environments like Bharti Airtel. Adept at managing critical customer relations internationally, resolving high-tier technology issues, and executing field network optimization projects (4G LTE). Possesses robust analytical capabilities utilizing specialized diagnostic software and data tools to optimize corporate operations, ensure network KPIs, and build high-satisfaction customer lifecycles.

CORE COMPETENCIES & TECHNICAL SKILLS

- Technical Sales & BD
- Client Relationship Management
- International Customer Success
- Cross-Functional Team Collaboration
- TEMS Investigation & XCAL
- MapInfo Professional
- RF Drive Testing & KPI Analysis
- Cross-Selling & Upselling
- Telecom Network Optimization
- 4G LTE RF Architecture
- Data Analytics (MS Excel)
- Corporate Presentations (PPT)

PROFESSIONAL EXPERIENCE

Sales Executive (Technical Sales)

Apr 2025 – Present

Bharti Airtel Ltd. | Jammu, India

- Drive revenue growth and regional market share by acquiring high-value enterprise and retail clients for Airtel's tech-driven telecom suite and infrastructure.
- Incorporate deep technical knowledge of telecom frameworks to articulate product values, delivering custom solutions to resolve complex business network requirements.
- Collaborate closely with technical deployment and solutions architecture teams to guarantee seamless integration of corporate connections.
- Deliver impactful product demonstrations and high-level presentations to C-suite stakeholders, driving standard conversions and contract sign-offs.
- Maintain strong pipeline management and data compliance, systematically boosting recurring revenue through target cross-selling of peripheral tech services.

Customer Success Executive (Remote)

Feb 2024 – Mar 2025

Clarity Eye Canada | Remote

- Managed end-to-end client communications, serving as the central point of contact for international patients and health partners within the Canadian medical ecosystem.
- Addressed and resolved intricate customer issues with swift professional agility, lowering churn metrics and strengthening institutional trust.
- Partnered with cross-functional internal medical, clinical operations, and technical teams to streamline delivery lifecycles and maximize post-consultation user satisfaction.
- Leveraged detailed data logging and feedback tracking to provide actionable recommendations for continuous operational improvement.

Drive Test Engineer

Jan 2018 – Mar 2020

O2F Pvt. Ltd. | India

- Spearheaded cellular network benchmarking, diagnostic procedures, and multi-tier Drive Test optimization operations to maximize coverage footprint and service quality.
- Deployed industry-standard RF software including TEMS Investigation and XCAL to record real-time network parameters, tracking systemic performance drops and call-drops.
- Performed precise post-processing of geographic network logs utilizing MapInfo Professional to isolate localized coverage holes and optimize operational site parameters.
- Partnered with core RF planning teams to implement effective antenna physical tweaks, frequency modifications, and neighbor-list configurations.

KEY PROJECTS EXECUTED

Airtel 4G Deployment & Optimization Project (J&K Region)

- Conducted exhaustive single-site verification (SSV) and cluster drive testing to ensure peak network stability during the large-scale roll-out of 4G LTE services across rigorous terrain conditions.

Idea 4G Greenfield Network Expansion (Manipur & Nagaland)

- Assigned to lead critical field optimization loops in the North-East circle, successfully debugging initial call setup failures and optimizing handovers across newly deployed telecom towers.

EDUCATION

Bachelor of Technology (B.Tech) in Electronics & Communication Engineering
University of Jammu, Jammu, India

2016

PROFESSIONAL CERTIFICATIONS

CCNA (Cisco Certified Network Associate)
Issued by: Network Kings

Certified