



# Roshan Sharma

Administrator and Customer Service Representative

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## Languages

English

## About

I am a fast-learning customer service professional with extensive experience in product knowledge and resolving inquiries. I excel in high-performing teams, ensuring customer satisfaction through effective support and problem-solving skills. Flexible and adaptable to various retail environments.

### BRANDS WORKED WITH

BNA Worldwide, Pearson Official Test Center

MAW Enterprise

## Experience

- **Test Administrator**

BNA Worldwide, Pearson Official Test Center | Jul 2021 - Aug 2023

Maintained excellent and effective operation of the center. Ensured a positive test-taking experience by providing support, answering questions, and addressing any issues or concerns. Ensured test center security by monitoring test-takers, securing equipment, and reporting any suspicious behavior. Assured compliance with regulations and policies, including staff training and ensuring testing procedures meet regulatory requirements.

- **Customer Service Representative**

MAW Enterprise | Mar 2017 - Apr 2020

Delivered prompt and exceptional, addressing inquiries, resolving issues, and ensuring utmost customer satisfaction Demonstrated in-depth knowledge of product, including their features, specifications, and maintenance requirements Handled a wide range of customer interactions, including phone calls, emails, and in-person inquiries, addressing concerns and providing accurate information about products and services

## Education & Training

- **York St John University**

Master of Business,

2026

- **Pokhara University**

BBA, Marketing and Organization Relation,