

BHAVESH D. BHATIYA
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A dedicated employee with successful achievements in online
Customer Support and CRM.
Proven background in upsales, retention and dispute resolution.
A tech savvy trilingual with strong insight of consumer trends
and new technologies.

CG SOLUTIONS 2020 – 2021 *Customer Service Representative*

Global Online Gaming Operator

Ashkelon / Petah Tikva Israel

- Provided online CS via chat support, emails and phone calls for an international clientele across multiple languages on an intense 24/7 schedule.
- Consistently achieved monthly targets of upsales, retention and overall client satisfaction.
- Active and contributing member of a multi-cultured support team based in Israel and Georgia.
- Helped secure verification documents as part of KYC duties.
- Assisted in establishing new guidelines and agent-protocols for fraud prevention.
- Prevented and helped efficiently resolve a broad spectrum of customer complaints and disputes.

ZEROCHAOS WORKFORCE SOLUTIONS 2015 – 2016 *Team Leader (CS Operations)*

Information Technology & Services

Vadodara, India

- Oversaw onboarding function and the administration of background/credit checks, I-9 documentation and E-Verify to ensure compliance with Federal and State regulations.
- Facilitated the collection of electronic documents including offer letters, Electronic Payment Forms (EPF) and Policies to ensure the completion of required documents
- Created profiles on ZC Web and Ultimate (Payroll Processing Software) for new resources and/or Supplier Resource

TRISHI INFOTECH 2013 – 2014 *Sr. Process Officer (BPO Operations)*

2008 – 2012 *Assistant Team Leader*

Business Process Outsourcing

Gujarat, India

- Seasoned member of Payroll Operations team managing large client accounts.
- Processed daily payroll of around 5000+ US employees, State withholding & local tax filing
- Weekly payroll processing of Canada & UK employees
- Worked on GL entry into Microsoft Dynamic GP while conducting daily calls with US clients

LANGUAGES

Fluent in English, Hindi, Gujarati and Hebrew is kacha kacha.

EDUCATION

Gujarat Higher Secondary Education - 2003

Advanced Computer Skills Jagruti College, Baroda - 2007

Online US Payroll IRS Standards Course- 2008

COMPUTER SKILLS

Fully versed in Microsoft Office, Google Suite, Comm100, Kayako, Microsoft Dynamic, CRM, Workforce.

VOLUNTEER WORK (seasonal)

Kibuts Baram 2007 | Kibuts Eirom 2008 | Kibuts Yahel 2014-2019