

# MITESH SHAH

## **OBJECTIVES**

A challenging career that offers an opportunity for continuous learning and rewards for shouldering more responsibilities & be part of a team in accomplishing corporate goals.

## **SKILLS**

- Self-motivated& focused to achieve the end goals
- Experience of delivering against challenging targets/ too tight deadlines/ to work under pressure
- Interpersonal and communication – Written & verbal,
- Leadership & People Management
- Good organisational and planning skills
- Good time management skills
- c#
- c++

## **SERVICE DELIVERY**

- 
- Ensure thorough knowledge of process related details.
  - Ensure thorough knowledge of policies and procedures of the organization.
  - Keep the Superiors regularly updated of any developments relating to the performance of the team, updates received and queries.
  - Ensure that while feedback is given, positive strengthening is constantly given to build confidence and a more satisfied team.
  - Regularly assess training needs to fill gaps in performance.
  - Ensure that there is cross-training and back up plans for all the processes within the domain
  - Well versed with using/navigating customer services tools required to deal with customer's queries.

## **PROCESS IN MOKSHA**

---

- Worked in sales process where we need to sell re - mortgage and secured loan on behalf of banks.
- And make people aware that they are paying high rate or interest.
- And we have to fill form with proper customer details.
- And if the customer is ready to go for re – mortgage or secured loan need to transfer call to are loan adviser.

## **PROCESS IN JCJ LOCUMS(Sister company of HCL.plc )**

---

- In JCJ for one year I use to chase reference for doctors who are registering with us to work part time in UK.
- After one year I was transferred to jobs team in this I receive email from MSO (senior nurses in UK) about doctors they require for locums.
- My job is to put jobs on the system and call MSO to get new jobs and try to search new hospital who can give us more work.
- I make around 50 to 60 calls per day in which I manage to get 10 new hospitals who agree to give jobs to our locums' agency.
- My job is totally multi-tasking because I use to check emails, put jobs and make call at same time.
- And after one more year when I become confident with my current profile I started chasing reference when I was free because of this management was happy with my work.
- That point of time I was senior most person in jobs team.
- I have five people working under me.
- Before I left JCJ I was in NAP work that in which I have to check doctor's document like health, GMC and Right to work and many more and update them.

## **PROCESS IN VODAFONE UK**

---

- After training first I was working with email department.
- In email we had target of 52 emails per day in second week I was able to achieve it easily.
- And then I was promoted to Web chat because of my good performance in email.
- First day of my chat one customer was so impressed by my work she called our

Egypt team to appreciate my work and after that I got appreciation email from Katherine Watson our managing director Vodafone UK and my managers.

- I like chat because I can help customer very quickly and I get appreciation from then if I am able to resolve their problem.
- I love to do my job and make sure customers feel valued, delivering on our promises and act as a customer champion.
- Every day I get lots of appreciation from customer that is reason I get boosted to improve myself for good work that can solve customer problem.
- I am promoted to Customer relationship Executive my work was making daily outbound calls to resolve customer complaints received at the Directors office or via the Alternate dispute resolution (ADR) channel.
- My job is to analyse and identify areas of customer dissatisfaction, process failure and advisor failure by conducting a full investigation. Identify people failures and act with integrity when these are identified – Feedback loop process is followed.
- Close working relationships maintained with other areas of Vodafone via the FBL (feedback loop)

### **Personal Specification**

---

#### **Competency Performance Driver Customer Obsessed**

- Making our customers feel valued
- Delivering on our promises
- Act as a customer champion

#### **Innovation Hungry**

- Come up with new ideas to make things better
- Share failures and mistakes to learn from them

#### **Ambitious and Competitive**

- Show a can do attitude
- Inspire and energise others
- Create pride in Vodafone

#### **One Company, Local Roots**

Work across functions to solve problems

#### **Speed, Simplicity and Trust**

- Address problems immediately
- Communicate in a clear and simple way
- Deliver on our promises and expect others to do the same
- Honest and open, even when it is difficult

#### **Technical / Professional Expertise**

- Exceptional people skills
- Exceptional knowledge of products, services and procedures
- Good commercial understanding
- Good organisational and planning skills
- Well versed with using/navigating customer services tools required to deal with customer's queries.
- Good time management skills
- Exceptional verbal and written communication skill
- Ability to conduct in-depth investigation on customer complaints and providing best possible resolution. Ability to handle difficult interactions, verbal and written.

## **EXPERIENCE**

---

### **CCE | Moksha business solution pvt .ltd**

(Dec 2006 till Dec 2007).

### **Administration Assistant | Job Team | JCJ Locums (Sister company of HCL.plc )**

(December 2007 to May 2011)

### **Email department | Web chat department Vodafone UK | Customer Relation Officer (VISPL)**

(31/05/2011 still working)

## **EDUCATION**

---

2002 – 2004 C.U Shah, **SAURASTRA UNIVERSITY.**  
**B.Com**

2001 – 2001 **C.U Shah School, Wadwan**  
**HSC**

1999 – 1999 **Army School, Dhrangadhara**  
**CBSE**

## **PERSONAL DETAILS**

---

Email : mits0083@yahoo.com , mitesh.shah232012@gmail.com

Mobile : 9426722224

Date of Birth : 2/04/1983

Father's Name : Mahendra Bhai Shah

Marital Status : Married

Permanent Address : Prena Veraj Tower 1,

B – 32 Near Prena Tirth Darasar,

Jodpur Gham Satellite,

Ahmedabad, Gujarat.

**(Mitesh M Shah)**

