E-mail: amit.tomar86@gmail.com, Contact # 9725766360, Alt # 07927507001

**Post Graduate with 6+ Years work experience in dynamic profiles & industries**

An effective communicator with strong professional relationship building, analytical, problem solving & organizational abilities. Possess a flexible & result oriented attitude.

**Career Objective**

To pursue my career in corporate world working with the organization where I can prove my mettle by creating value to it through my skills, creativity, enthusiasm and innovative thoughts thereby establishing myself as an asset to the organization.

**Work experiences**

1. **Lionbridge Technologies**: Currently working

**Designation: Mapping Data Analyst**

**Responsibilities:**

* Determining the relevance and accuracy of information by performing online research
* Work according to the guidelines by maintaining quality
* Research using online tools to determine the relevance and accuracy of the task information
* Applying local knowledge to evaluate relevance of the task information in local market
* Researching the cultural, geographical, social media and current affairs knowledge

1. **Vodafone India Services Pvt. Ltd.**: From 8 December, 2014 to 31 May, 2019.

**Designation: Senior Executive** – International Customer Operations.

Customer relations for **Vodafone United Kingdom**. On call, by letters, by email.

**Responsibilities:**

* Achieving key performance indicators assigned by the management
* Meeting work service level agreement and quality matrix
* Resource allocation, shuffling, managing and scheduling
* Providing support to the team members for process concerns, queries and resolution
* Working on second level operation for the queries, actionable and escalations

**Projects:**

* Developed strategy for the new team members to achieve the goals
* Prepared SOP for the new team members under guidance of team leader.
* Started a buddy up programme to improve the performance of employees
* Worked on defining of goals and KPIs in the absence of team leader
* Handled daily reports and sharing it with upper management

**Achievements:**

* I had been awarded executive of the month for functional excellence.
* I had been awarded as best executive for supporting other line of business.

1. **Deep Industries Limited**: From 1 February, 2012 to December, 2014

**Designation: Assistant Manager** – International Procurement and Imports of Oil & Gas Exploration Services and commodities in Gas Compression Department

**Responsibilities:**

* International Purchases of Natural Gas Compressors and parts.
* Preparing material requirement plan as per production site needs.
* Handling sourcing through identification of cost effective suppliers for procurement with an aim of improving quality & reliability.
* Budgeting funds for procurement and sourcing of materials ensuring optimum utilization of materials & maximum cost savings.
* Supervising logistic operations viz., Sea freights & inland transportation up to company warehouse. Coordinating with Custom House Agents, C&F Agents and other external agencies for ensuring timely clearances and cost effective transport solutions.
* Negotiating with transporters, shippers, etc. to ensure seamless and cost-effective movement of consignment
* Getting quotes from International clients, Analyzing, Placing Order, Transportation of materials, preparing documents for custom clearance, co-ordination with customs for clearance of materials, etc.
* Efficiently managing the inventory levels, for ensuring ready availability of material to meet production and dispatch targets
* Operating administrative projects of Natural Gas Compression sites and operational work.
* Analysis of Daily Production in ERP system.
* Taking reports from all the sites about production, requirements, manpower, petty cash, etc. Co-ordination with sites and fulfill their requirements.

1. **Diamond Plaster Limited**: From July, 2011 to Dec, 2011

**Designation: Sales Manager** – Paint products in Gandhinagar region.

**Responsibilities:**

* Market research and sales of Paint products in Gandhinagar Region.
* Research in the needs of clients and deliver accordingly.

1. **Tata Active Automobiles**: From Jan, 2011 to June, 2011

**Designation: Sales Consultant**: Selling of Four Wheelers

**Responsibilities:**

* Cold calling, lead generation for Four wheelers sales prospects and meeting sales targets.
* Market research and business development for the selling of Tata four wheelers.
* Customer handling in showroom, Co-ordination and maintaining targets.

**Professional Qualification**

Year 2010: Master of Business Administration (Marketing), IBMR – First Class

Year 2010: Post Graduate Program in Management, IBMR

**Educational Qualification**

Year 2007: B. Com, C.C. Seth College of Commerce, Gujarat University.

Year 2004: HSC Certificate, St. Joseph Higher Secondary School, Gujarat Board

Year 2002: SSC Certificate, St. Arnold English Medium School, Gujarat Board

**Core functional strengths**

* Self-motivated, demonstrated commitments towards work and process growth, over achieving process Service Level Agreement by working overtime whenever required and enhancing performance of teams.
* Efficient team leading towards goals - An excellent relationship management skill and efficiency in dealing with clients across the industries.
* Operation Management - Proven ability in speeding up and improving processes, using innovative ideas and Computer skills.
* Good Communication and interpersonal skills – verbal and written communication related to business and operations.

**Computer skills**

* Windows OS
* Microsoft Office
* Siebel
* Amdocs
* Certificate course in SAP – Material Management

**Languages known**

* English (fluent)
* Hindi (fluent)
* Gujarati (fluent)

**Misc. interests and hobbies**

* Indoor/Outdoor Games
* Internet Surfing
* Listening Music
* Movies

**Personal details**

Gender: Male

Marital Status: Married

Birth Date: 1st Sep 1986

Resides: 32 Kherva Nagar Society, D-Cabin, Sabarmati, Ahmedabad - 19

**Disclosure**

I assure you that the given information is true to the best of my knowledge and belief.

Amit Tomar