**Amit H. Rajpal**

Mobile No: . +91-9870705677; TEL: +91-22-25208860, E-Mail: [amit.7rajpal@yahoo.in](mailto:amit.7rajpal@yahoo.in)

**Career Goal**

Looking forward to work in an organization which will give an opportunity to enhance my current skills and help me to play a role in company’s profitability & simultaneously help me to achieve my career goals.

**Achievements**

Based on my performance in NIIT Technologies Ltd, got promotion twice in last 7 years

* In 2011, based on my performance in Retainer role, I got an opportunity to work as an Coordinator (Service Engineer)
* In 2013, based on my performance company promoted me as an Sr. Service Engineer

**Work Experience**

**People Group Pvt Ltd. August 2015 – Till date**

**Project: - Shaadi.com**

* Based on my performance in People Group, got lateral movement to VIP Shaadi from Select Shaadi in 2 months.

**VIP Shaadi.com**

The profile is to cater the matrimonial needs of the VIP (HNI) clients and to understand there partner preferences in detail.

Based on that preferences have to design the profile presentation search, shortlist and screening and select the best profiles for them.

Then to send those matching profiles through email or courier on a regular basis and co-ordinate with them via e-mail, phone and walk in.

To help them connect them with the shortlisted matches.

**Key responsibilities**:

1. Develop the business for VIP SHAADI.com

2. Customer Account Management, Meetings and generation of Sales.

3. Innovate in the market place to win over competition

4. Run Sales initiatives for VIP SHAADI.com

5. Service Delivery and aim to achieve higher service quality

**NIIT Technologies Ltd June 2008 – July 2015**

**Designation:** Coordinator

**Client:** (HSSA) Holcim Services South Asia

**Profile:**

* Working for Client “(HSSA) Holcim Services South Asia”
* Managing their customers which are Ambuja Cement Ltd, ACC ltd & ACCCL RMX
* Coordination with Client & their customers regarding issues, queries & request in SAP Modules
* Qualifying/Analyzing and assigning issues, queries & request to the respective team
* Escalation Matrix to be followed when needed
* Auditing & Maintaining the SLA for tickets raised
* Daily reports (in form of excel) creation and sending to Clients

**Other Work Experience**

Worked with Reliance Info streams Pvt Ltd as an Customer Service Executive for 1 year - **August 2006 – August 2007**

**Academic Credentials**

* T.Y.B.Com from V.E.S College in 2007-2008 (Mumbai University)
* Higher Secondary Certificate (HSC) from National Sarvodaya Jr. College in 2004-2005
* Secondary School Certificate (SSC) from National Sarvodaya High School in 2002-2003

**Computer Skills**

* Diploma in Office Automation from ZOOM Institute in the Year 2007

**Additional Skills**

* CRM in SAP from GEIS (Global Enterprise InfoTech Solutions) in the Year 2012
* ITIL V3 Foundation Certification in 2015
* Configuration of Qlikview.

**Personal Details**

Address RC Barrack No.39/463, Chembur Colony Mumbai-400074

Nationality Indian

Gender Male

Marital Status Married

Languages English, Hindi, Marathi & Sindhi

Mother tongue Sindhi

Hobbies Listening Music, Playing Indoor & Outdoor games.

I hereby declare that all the above information provided is true to my knowledge.

Reference can be provided on request.

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{Amit Rajpal}