|  |  |
| --- | --- |
| **IMG_20170616_191621032Shrikant Bhika Aher**  Operations, Customer Relations and Administration | |
| Location: Nashik, India  🕿: +91 9687 884 388 / 9819 369 420  🖂: Shrikant.aher123@gmail.com  CORE SKILLS   * Operations Management * Vendor Management * Customer Relations * Understanding MIS, Kaisons, 5S * Stakeholder Relations * Outbound calls * Organisation Skills * Troubleshooting * Interpersonal Skills * Time Management * Listening Skills * Networking * Stress Management * Team Work   EDUCATION  Diploma in Electronics and Telecommunication – Karnataka State Open University – awaiting Results  TRAINING AND SEMINARS   * Licentiate in Computer Hardware and Maintenance (Certification Maharashtra State Board of Vocational Examination, Mumbai) ReiNET, Dombivali Thane, 2004. * Introduction to Networking (Course 1106) - Certification Novell Education India, ReiNET, Dombivali Thane, 2004. * (NIIT Swift Jyoti Programme - NIIT Kalyan Thane, 2002 | Versatile, dependable executive with 8 years of experience in Operations, Administration and Customer Relation functions in BPO, E-commerce, and software industry. My objective is to join a progressive organization where my skills can be utilized for improving the operational performance and in contributing substantially towards the growth of the organization.  Executive Summary   * Possess strong organizational skills and analytical skills. * Hands on computer skills: MS office, search engines. * Good Communication and interpersonal skills with the sound ability to influence and persuade. * Expertise in Customer service, Technical support (Voice), Technical support (non-Voice), Data collection processing, with Typing Speed 30 WPM. * Skilled in identify and resolve problems in a timely manner. * Ability to develop and maintain positive working relationships with other team members. * Ability to adapt to changes in the work environment, manage competing demands. * Available for help and support other team members in their daily activity.   Area of Expertise  Operations:   * Provide quality service to internal and external customers in all assigned tasks, while upholding Organization Values at all times. * Ensure that all the departments /Vendors meets the TAT while ensuring the quality of the product opt put. * Gather data from internal customers, generate and sending the daily dashboard to the Stakeholders and corporate customers. * Manage the day to day Operations of a 10 Free Lancer content writer team for to deliver maximum resume orders within SLA.   Logistics:   * Manage and oversee the coordination of all elements of the order fulfillment process, from acquiring to deliver the final product to the clients. * Liaison between client and stakeholder to insure and meet the client expectations. * Contact client over emails and calls to get essential details to complete the resume order. * Contact and follow-up with Free Lancer content writers schedule periodic meeting over conference call, sending minutes of meeting to all participants. * Come up with the appropriate solution for issues discussed in the meeting.   Administration:   * Assume role of primary point of contact between the executives and internal/external clients. * Maintain daily to-do, arrange meetings and appointments and provide reminders as needed. * Handle requests, feedback, and queries quickly and professionally. * Take dictation and meeting minutes, accurately enter notes and distribute. * Monitor office supply levels; reorder when appropriate. * Maintain strong relationships with vendors and keep price data in order to get best pricing on supplies and services. * Develop and carry out an efficient documentation and filing system for both paper and electronic records.   Office Systems   * Oversee the development, implementation and monitoring of efficient and effective office processes for overall. * Encourage and fellow team mates to take on greater responsibilities and to ensure the company has backup/cross functionality across current staff.   IT Support   * Periodic check the performance of the IT systems. * Resolve the minor issues on priority to insure the uninterrupted production and outputs. * Provided report to the management for purchase or replacement of hardware.   Customer Support   * Responsible to the customers and stakeholder for the efficient and value for money customer service experience. * Provide Technical Support for POS Hardware and Software related issues over phone or through remote Desktop Connection. * Reply to the emails and calls from the end customer and provide speedy resolution. * Address of rejections or complaints from the end user analyze and give expected resolution with coordination with internal and external customers.   Work History   * Operations cum Administrative Executive, RF Nasik, India, Oct 2017 to present. * Inventory Manager, TANISHKA Wellness (Family Business) Nasik, India, April 2017 to present. * Manager, Tanishka Tour & Travels (Family Business) Nasik, India, April 2017 to present. * Technical Support Engineer, Aress Software and Education PVT LTD Nasik, India Sep 2015 - Feb 2017.   Previous assignments   * Internet Researcher, Trigon software and Solution Nasik, India (6 month Contract) March 2015 - Sep 2015. * Customer Service Associate, Altisource Business Solutions Navi Mumbai, India, Jan 2014 - March 2015. * Customer Service Executive - Techinical, Serco Global Services, Thane, India, July 2014 - July 2015. * Customer Service Executive, Sutherland Global Services, Thane, India, July 2010 - June 2014. |