Curriculum Vitae

Personal Statement

Dedicated Manager and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity. Versatile Assistant Manager trained in customer excellence who thrives in dynamic, challenging and fast-paced professional environments. Assertive and enthusiastic, with extensive knowledge of Sales & Marketing, Customer Services & Collections, and unsurpassed work ethic. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service. Organized cultural exhibition professional supports safekeeping operations of Customer Service archives. Plans activities, collates research information and maintains classification systems, Conducting team reviews.

With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.

Competencies

- Innovative working strategy Performance development with quality improvement.
- Performance on Productivity growth
- Hospitality operations management
- Staff retention strategies
- Systems implementation
- Health and safety compliance
- Excellent communication skills
- Good at delegating work as per the capabilities.
- Certified GROW coaching
- Agile & Scrum Master

Work Experience

Group Bayport Pvt. Ltd. (C.P.Signs-) April 22 – August 2022. Shift Manager (Operations Manager) Ahmedabad. Gujarat.

Designing Print Media (International- US, Canada, UK, NZ & Australia)

- Managing 65 designers including Team Leaders ensuring productivity with compliance to quality standards meeting customer expectations
- Backlog Management and to Improvise process for betterment of organization
- To Optimize Leads for their growth with enhancing their skills
- Scheduling and leave management
- Managing IT & Admin Issues with swift and prompt resolution
- To manage Engagement activities overall sites
- Enhancing customer satisfaction as well as employee satisfaction of all levels for longer period as well as

Vodafone International Services Pvt. Ltd. (VISPL) Ahmedabad. Gujarat. June 2014 to April 22 Assistant Manager- UK HBB Technical – Chat process (Feb'21- April 22)

- Moved to a new process recently launched in VISPL for better prospects, growth, and new learnings.
- Taking care of 20 FTEs for customer service for chat process UK Technical.
- All technical issues to be taken care of for the UK customers with handset, SIM card as well as HBB (Home Broadband services).
- Team Support & improvising responsibilities.
- Future Growth for better planning for the business.
- Extended Support for any IT & HR Issue for any FTE.

Additional Activities done:

- Process Improvising responsibilities given to explore better business overall.
- Planning Weekly, Monthly and Quarterly R n R (Reward and Recognition)
- Planning all hospitality for Client visit
- SPOC for any issue related to IT, Asset, Login Ahmedabad & Pune from Lockdown March 2020 till April'22.
- Leads and Managers outing Management & Client Hospitality.

Assistant Manager - Inbound Voice - New-Zealand Process. (November 2018 - April 22)

- Taking care of the overall business and team of 25 FTE for Inbound voice calls for New Zealand Prepay.
- Taking extra responsibilities for new upcoming Team Set up and facilitate them with system, headsets, live call listening and required training.
- Take care of FTEs Coaching and Feedback sessions on timely basis.
- Taking care of People's Engagement activities done with team outings.

Team Leader - Inbound Voice - New-Zealand Process. (April 2018 – Oct 2018)

- Taking care of 25 FTE for Inbound voice calls for New Zealand residents Prepay.
- To barge live calls.
- Feedback and coaching sessions.
- To take care of basic KRA i.e. NPS, AHT, ACW, Absenteeism etc...

Subject Matter Expert (SME) - (Jan 2017-31st April 2018).

- Assisting a Team of 20 FTE for UK customers For Web Chat Services
 - Took challenge to myself for this team scores were in minus each month since long time, since Seibel launched and NPS target was "0%" after my joining taken the team to success with current target of NPS "45%" and increasing NPS target each month also, getting more opportunities for upgrades, Vodafone PASS and many more coming to us.

People Engagement SPOC - Web- Chat Services (Sep'16 to Jan 2017) -

- Organizing Monthly, Quarterly & Daily RnR.
- Appreciation of daily and weekly Performers across the floor through mass mailers and real time

goodies distribution

- Conducting weekly engagement activities. Games, Fun Activities, Team Activities & Prize distribution
- Analyzing site performance on real time and rollout of power hour to boost team members and improve delivery
- Keeping floor displays updated with latest Engagement activities, performance snapshots, RnR pictures
- An active member of **RED ROCKERZ** since December 2015 as an active member in festival celebrations, sports tournament, Marathon, ICO Party and other ICO events
- Worked as SME for OJT Batch (June'16 to Aug'16)
- Promoted as Acting TL, handling a team of 17 FTEs (Jan'16 to Jun'16)
- Promoted as a Floor Walker (Aug'15 to Jan'16)
- Worked as an advisor handling UK customers on Web Chat Services (Jun '14 to Jul'15)

M/s Maharana Projects. (Baroda. Gujarat) (April 2013 to June 2014)

Worked as a Site Manager and in charge for all Interior Work:

- To ensure the work is done as per the customer requirement and their satisfaction.
- To check work quality as we believe in Best Quality Work.
- To take care of their payments and their basic needs (Food, Travel expense, Accommodation, Etc.).

Kem-Chho InfoTech Pvt. Ltd. (Ahmedabad. Gujarat) April 2012 to March 2013

Representing A Team Leader for Marketing & Sales (FTE-8)- Ahmedabad. Gujarat.

Worked as a Team Lead with a team of 8 FTEs (Marketing & Sales)

- To get registration of the companies with our organization listed with us to share as per customer requirement.
- To enhance them with marketing skills by visiting with them to some clients.
- To help growth of business as well as Individual growth of FTE.

Bharti Airtel Ltd (Mumbai. Maharashtra) - (April 2008 to March 2012)

Site Acquisition Officer for In Building Solutions (IBS) providing network services to a building or office premises with prior approvals for future maintenance work.

- Worked as a Site Acquisition Officer for installations and permissions of mobile tower installations for mobile Network and Tele Media Equipments. (i.e. Tower installations and Copper cables for Broadband and permissions for servicing the equipment's)
- Also handled Projects of: Government Projects i.e. SEEPZ, BMC Buildings, Railway Stations and more -Hospitals i.e. J.J. Hospital, Kokilaben Hospital, Harkishandas Hospital and more - Hotels like Bawa International, Intercontinental The Bharat Hotels, Taj International, and more - All IT Colleges and Institutes in Mumbai.

Also handled special projects of: -

Government Projects i.e. SEEPZ, BMC Buildings, Railway Stations and more

- Hospitals i.e. J.J. Hospital, Kokilaben Hospital, Harkisandas Hospital and more
- Hotels like Bawa International, Intercontinental The Bharat Hotels, Taj International, and more
- All IT Colleges and Institutes in Mumbai.

E-Funds International India (P) Ltd. (Mumbai. Maharashtra) - (July 2007- March 2008)

• Worked as a CSA for Out – Bound Process for selling Long Distance to Canadian Residents.

Bharti Airtel LTD. (Mumbai. Maharashtra) (HO)- (June 2006 – July 2007)

Worked as a Team Leader (Relationship Manager) for Airtel Service-Marketing Dept. (FTE- 14)

- To take care of the new customers on a daily basis with their issues and providing them swift resolution.
- To facilitate the customers with all the required services (For, Eg. Anything related to their services Activating or deactivating SIM/ Mobile services, Bill payment, etc....)
- Providing End to End solutions with win win situations.

ICICI Bank Limited (Collection Dept.) (Mumbai Maharashtra)- (January 2005 – June 2006)

Worked as a Collection Officer for ICICI Bank Credit Card Collections

- Soft callings to the customers for the due payments for ICICI bank Credit Cards.
- Reminders to the customers for the payment who were into 1 Bucket for Credit Cards.
- Advise customers on making payment and give options for flexible payments options.

Sunanda Enterprises (Mumbai Maharashtra)- (December 2000- January 2005)

Worked as a Team Leader for CITI Financial Consumer Durables (FTE- 45)

- FTE use to be on field and get payments from the defaulters on daily basis To collect payments from FTEs and deposit against their loan account.
- To support the FTE's by visiting some hard core customers.
- Being a Lead with excellent performance by meeting every month around 98% and above each month.

Worked as a Co-Coordinator & Tele Caller for ICICI Home Loan Collections:

- Calling Home Loan clients to remind them for the due payment which were in 2 or 2+ Bucket's
- Visiting on field to collect the payments from 2 and 2+ to 6 bucket customers for ICICI Home loan.

Personal Details

Name – Ashish H. Pandya.

Date of Birth – November 11, 1981.

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Education

Commerce Graduate