

Meghal Joshi

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WORK EXPERIENCE

Zixti Innovation Pvt. Ltd. – E-commerce Operation Partner

www.midnightcake.com

2011 to 2021, Ahmedabad, Gujarat

- Operational responsibility of whole company having a delivery service in 300+ Cities and executed orders for Timely Delivery in all over India.
- Eliminated huge time of company's work and team productivity by developing a single platform(backend) to manage multiple departments(modules) very effectively and easily for streamline business process. (Like, products and delivery modules, orders cycle, customer module, vendor management, sales, inventory, accounting, etc etc)
- Lead the meeting with technical team regarding new development and bug fixing for existing web platform. (User interface, Admin interface, vendor panel, customer panel).
- Developed sellers/vendors networks single handed from all over India as an expansion strategy of serviceable locations of company and maintain relationship with them.
- Providing training to our sellers/vendors about use of vendor panel with all the modules. (Order, delivery, account etc.)
- Managed, mentor and developed a team of Customer Support Executives for **Helpline Calls** and **Online Chat Support System** to resolve customer's inquiry/complain/feedback etc.
- Aggressively prospect for increased sales by managing an online chat support system after office hours and pursuing leads to ensure order booking on our portal.
- Coordinated with all current vendors and new sellers across India to manage last minute orders for same day delivery.
- Managed a social media accounts and emails to gaining a clear understanding of customer's requirements and give suggestion according their needs and converting those leads to successful order booking on our website.
- Solved the problem and queries of existing customers which had received directly on social media and through emails.
- Directly responsible for the Execution of the all the orders with **Fixed Timeline, Product Quality** and **Customer satisfaction**.
- Directly responsible for managing and execution of heavy order flow during rush days. (Total **500 to 600** no. of orders all over in India & **50 to 70** no. orders for home ground (Ahmedabad) in a **single day**.)
- Managed, mentor and developed a team of Operations Executives for streamline order cycle from order booking to till timely delivery.
- Managed, mentor and developed a team of Delivery Executives for home ground (Ahmedabad) that achieved **100%** On-Time Delivery as per company's delivery standards.
- Streamlined business follow up to all sellers/vendors to assure ongoing process as per company's standard which resulted in achieving **95%** customer satisfaction.
- Providing training to new executives and helping them to be the best. (Both in Operations and customer support)
- Had a responsibility of whole company's financial account and managed the company's inflow of cash.
- Managed all outflow of company's cash including Seller/Vendor account and timely payment clearance on daily/weekly/monthly basis system. The vendor base has been geographically dispersed across country and providing service on behalf of us.
- Monitor brand's sales performance. Managing inventory, sales and purchase of company.
- Managed approx **INR 1Cr/Year*** business in E-commerce for Indian market.

**CMS Infosystems Pvt. Ltd. – Technical Support Engineer
(On Site at IIM, Ahmedabad)
2010 to 2011, Ahmedabad, Gujarat**

- Handled IIM – Ahmedabad (New Campus) on site, telephonically and remotely.
- Inventory collection and updating on changes.
- Trouble shooting on campus issues of students, staffs, and guests related to hardware/software with specific SLA. (Software installation and licencing, connectivity of lan and wireless)
- Configure and troubleshooting outlook exchange server and pop3 server.
- Configure and troubleshooting of all hardware like printer & scanner.
- Sharing folder and access permission.
- Providing support with using any desk, net meeting etc.
- Submitting report to HOD on their need.

Education Qualification

IEI, Computer Science and Engineering
Bachelors of Engineering (External) (Currently attending)

TEB, Gujarat – Diploma Engineering in EC
2007 to 2010, Ahmedabad, Gujarat
First Class

Professional Qualification

Attended CCNA (Cisco Certified Network Association) (2010)

Key Skills

Technical Strengths: Windows & MAC operation systems, Good understanding of technical terms, Good analytical skill.

Communication: Customer support, Operation management, business planning and management, Able to communicate technical information easily in understandable way, An effective listener.

Personal Attributes: Quick learner, Patience, Creative and strategic, Problem Solver, Committed to goal achievement, Innovative leadership.

Personal Information

Date of Birth: 02nd Aug., 1992

Gender: Male

Marital Status: Single

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

**Palace:
Ahmedabad**