

TRUSHIK AMIN

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Skills

- Business Development
- Decision-Making
- Customer Service
- Client Consultations
- Relationship Building
- Competitor Monitoring
- Revenue Development

Experience

- Manager** Nov 2023 to Current
MONARCH NETWORTH CAPITAL LTD — Ahmedabad
- Researched target markets to understand the needs of current and potential customers.
 - Monitored competitors' activities, prices, products, services., in order to stay ahead of the competition.
- Territory Manager** Nov 2021 to Oct 2023
MOTILAL OSWAL FINANCIAL SERVICES LTD — Ahmedabad
- Acquisition of new franchise, DIGI Partners, servicing, revenue growth and compliance.
- Team Manager** Aug 2012 to Oct 2020
KOTAK SECURITIES LTD — Ahmedabad
- Functions of different desks:
I have handled different desks like **Inbound voice Team** , **Technical desk** , **NRI desk** , **Mutual Fund Desk** , **Call & Trade Desk**, **Derivative Desk**, **Escalation Cases etc.**
- Being a Team Leader/Manager I have also been taking **escalations** and handling irate customers.
 - To maintain better quality and compliance, I have been **barging calls** of my entire team and providing regular feedback to them.
 - Coordinating with different Ops teams, Branches for **resolution of customer complaints**. Looking after a **Call & Trade desk** and make sure the Numbers of Trade Orders and Brokerage gets increase month on month
- Customer Care Associate** Dec 2010 to May 2012
INDIAN INCORP — Ahmedabad
- Greeted customers and provided exceptional customer service.
 - Provided accurate information about products, prices and services.
- Customer Service Representative** May 2007 to Jul 2010
Vodafone - AZURE — Ahmedabad
- Answered customer inquiries and provided accurate information regarding products and services.

Education and Training

- B.COM - Graduate, Accounting** Apr 2007
Gujarat University — Ahmedabad Commerce Collage