



Contact

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Languages

- English, Gujarati & Hindi

Interests

- Travelling
- Watching movies
- Listening Music

Skill Highlights

- Team Leading
- Customer Relationship Management Software (CRM)
- Training and Mentoring
- Inter-department collaboration
- SAP(Systems, Applications, Programs) IS-U(Industry Specific Solution for Utilities Industry)/CCS (Customer Care and Services)
- Complaint resolution
- Customer relations and communications
- Team management and Supervising
- Documentation Skills
- Collections
- SFDC reports

Abhishek Kirit Dodia

Profile Summary

- Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take additional responsibilities to meet team goals.
- Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Achievements

- Top 3 RMs PAN with highest Interaction NPS
- Front Runner award holder for Loyalty sales
- Bright spot award winner

Education

- SSC - 2007
- Divine Buds English School – Ahmedabad
- HSC – 2009 (Commerce)
- St. Mary English School – Bhavnagar
- Graduate – BBA Finance (2009-2012)
- Maharaja Krishnakumarsinhji Bhavnagar University

Personal Profile

Date of Birth : 26th Sept 1991
Marital Status : Married
Religion/Caste : Hindu/Rajput

Languages

English:
[Progress bar]
Read/Write/Speak

Gujarati:
[Progress bar]
Read/Write/Speak

Hindi:
[Progress bar]
Read/Write/Speak

Total Work Experience – 11 years 1 month(s)

➤ Arvind Smartspaces Limited

Dec'23 – till date at Ahmedabad as a **Senior Manager – Customer Relationship Management.**

- Leading a team of 3 for Collections, Sale deed registrations and after sales Customer service from onboarding to handover of the unit.
 - Coordinating with the site team for the quick completion of the project along with the promised quality.
 - Maintaining relation/Assisting customers from booking till key handover of the unit which includes Agreement execution/registration, loan application, loan documentation, Invoices, collection, rectification of the flat, registration of the flat and key handover.
 - Liaised between customers and organization with particular focus Legal, Finance and Sales departments
 - SFDC reports, VCC (Virtual Call Center) and driving team to achieve desired productivity for the day.
 - Handling escalated Customer complaints/queries generated via emails, calls or Walk-ins
 - Coordinating between departments to resolve customer queries.
 - Timely resolution of grievances in SFDC via email or call
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➤ Godrej Properties Limited

Feb'16 – Aug'23 at Ahmedabad as a **Sr. Executive (Relationship Manager) – Customer Relationship Management.**

- Maintaining relation/Assisting customers from booking till key handover of the unit which includes Agreement execution/registration, loan application, loan documentation, Invoices, collection, rectification of the flat, registration of the flat and key handover.
- Reinforced established quality control standards and followed procedures for optimal Customer Interactions.
- Developed summaries to assess each client's participation level and determine targets of follow-up plans for Collections, NPS and Loyalty sales.
- Liaised between customers and organization with particular focus on working with sales department.
- Created customer support strategies to increase customer retention.
- Created activities and engagements to enhance customer experience, knowledge, and patronage.
- Preparing data for the team of NPS (Net Promoter Score), Productivity Tracker,
- SFDC reports, VCC (Virtual Call Center) and driving team to achieve desired productivity for the day.
- Handling escalated Customer complaints/queries generated via emails, calls or
- Walk-ins

- Coordinating between departments to resolve customer queries.
 - Timely resolution of grievances in SFDC via email or call
 - Preparing possession documents as per the company's format.
 - Conducted training and mentored team members upon SFDC and VCC to promote productivity and commitment to service.
 - Monitored customer surveys and feedback to develop corrective actions for service-related issues.
 - Followed up on customer issues, reaching out to verify satisfaction beyond initial communication.
 - Demonstrated enhanced systems and dashboards for users to establish streamlined and efficient processes.
 - Compiled process reports to analyze and drive improvements across operations.
 - Resolved customer concerns and boosted customer satisfaction by offering thorough problem solving and active listening.
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➤ TATA Consultancy Services Ltd.

January'14-January'16 at Gandhinagar as a **Process Associate**.

- Ensure to complete tasks for Device Management, Billing and invoicing within client defined AHT.
 - Entering reads & bill to customers via SAP IS-U
 - Installing device configuration for Gas & Electricity customers in SAP IS-U/CCS (Customer Care and Services).
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➤ Motif India Infotech Pvt. Ltd.(Ttech)

September'12-January'14 at Ahmedabad as a **Customer Service Representative (CSR)**.

- Understanding customers' query
 - Handling multiple customers with different queries at a time on chat
 - Providing satisfactory resolution to customers queries
 - Ensuring speed and accuracy on chat & email.
 - Assisted customers with product-related questions, feedback, and complaints.
 - Addressed customer service enquires quickly and accurately.
 - Maximised customer satisfaction by resolving service issues promptly.
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