

Keyur Patel

Assistant Manager

Finance | Reconciliation | Analysis of various report | Team Handling



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A/404, Kalash Residency, Opp. Ghuma AMTS Bus Stop, Ghuma, Ahmedabad, India



instagram.com/ptlkey

System Skills

MS Office, SAP

LANGUAGES

English

Professional Working
Proficiency

Gujarati

Native or Bilingual Proficiency

Hindi

Professional Working
Proficiency

INTERESTS

Regular updating self with latest cell phone technology

WORKEXPERIENCE

Assistant Manager / Team Leader

Vodafone Idea Shared Services Limited

09/2012 – Present

Achievements/Tasks

- Looking after invoice processing and query handling (Handling Scanning, Data entry from Invoices, Invoice processing and vendor query management)
- Maintain reports and recommend improvements to the team for better result.
- Planning of weekly task, reviewing project analyst's task and giving timely feedback
- Analysis on various reports to stream line the process.
- Handling Complaints & Escalations if any raised by vendors/circles with end to end solutions
- Providing SOA & Reconciliation to Vendors/Circle.
- Responsible to send important communication related to education and informational to the vendors/circle.

Circle Coordinator

Future Group (T24) Pvt. Ltd.

10/2011 – 09/2012

Achievements/Tasks

- Sending reports for the 21 stores spread across whole Gujarat.
- Compiling the records of paid recharge, Bill cut & Footfall conversion report.
- Directing the stores to follow CAF compliance and managing all stores team member.
- Daily Target distribution to the Store Team.
- Handling and resolving routine queries related to T24 on email and walk-in customers.
- Follow up with team on daily basis for target vs achievement of activation & paid recharge

Regional Sales Coordinator

Bharti-Axa Life Insurance Co. Ltd

11/2007 – 10/2011

Achievements/Tasks

- Maintaining Sales MIS, solving all Queries, Travel booking & arrangement, Handling vendor payment & Gift contest.
- Handling RAMS System, Distribution and updating of Leads and co-ordination with Call Center.
- Maintaining MIS of new Business, Handling issuance by solving discrepancies such as medical triggered, additional required.
- Handling Regional Reports, dealing with Regional Sales Support & solving queries, preparing different type of Presentation & Co-ordination with HO and also handling Admin work.
- Engaging into Vendor Development activities by developing & managing long-term partnerships with local suppliers; managing day-to-day supplier performance to ensure meeting of service and quality norms.

Supervisor

I call India Co. Ltd

11/2007 – 10/2011

Achievements/Tasks

- Joined the organization as a telecaller for handling calls of customers related BSNL & IDEA inbound queries and complaints.
- Profile includes complete solution mapping and looking after various reports.
- Maintaining MIS of new Business, Handling issuance by solving discrepancies such as medical triggered, additional required.
- Roster management of agents to ensure no abundant calls of customers and weekly off of agents.

ACHIEVEMENTS

SIX Sigma Yellow Belt Certified (04/2013 – Present)

PROJECTS

RIVER - reduction of Vendor queries & requests

Project Kizen - West removal from process

Penetration of Digitally Signed Invoices

SAP to Oracle migration – currently on going

EDUCATION

Bachelor of Commerce - Mahatma Gandhi University - *2013 – 2015*

HSC - Shree Swaminarayan Gurukul High School - *2003*

SSC - Shree Arun Vidhyashram High School - *2001*