

# Gautam Raghani

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## Objective

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Customer Service Professional with more than decade of experience looking to acquire a career from the use of my knowledge of effective communicating skills and proven ability to establish rapport with clients and exceed company expectations. Reliable and driven, with strong time management and prioritization abilities.

## Skills

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Microsoft Word, Excel, Outlook, Access, PowerPoint, SAP, Internet & Web driver, Customer Relationship building, Product Knowledge, Ability administrative Management.

## Experience

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### **Torrent Power Limited**

#### **As Office Assistant [March 2013 – Continue]**

- Handling Customer Portal & resolved online complaint received at Mobile App and social media. Request and enquiry through phone, Email and video calling.
- Providing the first call resolution, while following strict procedures that meet their expectation.
- Holding the highest ethical standards & Greeted and assisted customers in a positive, approachable manner. Answered questions and resolve customer inquiries and concerns.

#### **Other roles & responsibilities at Torrent Power Limited**

- In absence of Supervisor / Executive handling the escalation desk and Planned and prepared the effective work schedules and assigns employees to specific duties.
- Prepare reports that highlight log-in hours and break management schedule of employees.
- Detailed scheduling of manpower hours by managing shifts.

## Azure Knowledge Corporation Pvt. Ltd.

**Customer service associate for Vodafone India service Pvt. Ltd.**

**[April 2011 to March 2013]**

- Inbound Call center and assist with Telephonic to resolve customer enquiry, complaint & request in approachable manner.

## Vkalp Consultancy Pvt. Ltd.

**Telemarketing Executive in for Vodafone India service Pvt. Ltd.**

**[March 2010 to Feb 2011]**

- To convince Prepaid to Postpaid migration and identified new business opportunities through prospective database leads.
- Served customers with knowledgeable, friendly support at every stage of guidance.

## Education

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- B.Com from Saurashtra University Rajkot with 55.33% in the year 2010
- H.S.C from Lal bahadur Shastri vidyalaya Rajkot 59.29% in the year 2007
- S.S.C from Lal bahadur Shastri vidyalaya Rajkot 57.29% in the year 2005

## Personal Details

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- Date of Birth : 24-Mar-1990
- Languages Known : Hindi, English & Gujarati
- Marital Status : Married
- Hobbies : Travelling & Listen Music

Thank you for taking the time to review my resume. I look forward to taking with you.