



Namee V Shah

66,67 Ankur flats , shantivan , Paldi , near jain super bazaar , near
Canara Bank Paldi branch Ahmedabad 380007
9033435217 | namee9293@gmail.com

Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. #
Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Experience

- **HEXAGONE INNOVATIONS PVT LTD (Myclass campus)** 01-09-2021 -
Onboarding Manager
Understands client requirements and implements them correctly.
Understands new customer requirements and ensures adequate support to new customer requirements and initiatives.
Monitors customer satisfaction and service level and drives process changes.
Provides innovative solutions to clients.
Ensures a strong and robust processing environment with effective controls.
Ensures team delivers as per service level agreements.
Work in a virtual team environment.
- **HEXAGONE INNOVATIONS PVT LTD (Myclass campus)** 1st July 2019 - 31st August 2021
Senior support executive
Provide training or assistance to junior staff.
Work as Key Account Manager for your customer to ensure that the customer gets the highest level of support and communication.
Create new knowledgebase articles to capture new learning's for reuse throughout the organization.
Work directly with staff in quality assurance, engineering, sales, marketing, operations, and administration to resolve problems.
Document all technical inquiries; develop and review content for knowledgebase.
Read and work with other Technical Support Engineers on cases which will help cultivate that expertise.
Escalate issues in a timely manner according to Standard Operating Procedures.
- **HEXAGONE INNOVATIONS PVT LTD (Myclass campus)** 16 January 2019 - 30 June 2019
Junior support executive
Troubleshoot and engage with engineering on customer reported issues.
Resolve any customer technical issues through diligent research, reproduction, and troubleshooting.
Regular follow ups with customers with recommendations, updates and action plans.
Fluent in spoken and written English.
Participate in testing alpha and beta products, help customers adopt.
Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools, to provide the most effective solutions to customer issues.
Resolve customer's issues via the telephone, email or Webex session.
- **Teachmint** 20thJan -
SENIOR CUSTOMER ONBORADING EXECUTIVE
Determine and understand the timelines and execute the same to the Clint in timely manner.
Define and prepare the plan of action to execute for the team in order for timely deliverence of the ERP.
Understand and translate the needs of the Client to the support executive to implement their workings via a software.
Assist the colleagues and technical team in understanding the need of the client and finding way out for their easy implementation.

Education

- **Gujarat university** 2016
Masters in commerce
70%

- **New I j commerce college**
Bcom
75%

2014

- **ICAI**
Foundation /CPT
120/200

2013

Skills

- Communication Problem Solving techniques Technical Support Email Alternative Solutions Product knowledge
- I have worked with a lot of international clients as well as clients of India. My USP has been English language as well as making them understand the software better.

Projects

- **Senior Onboarding Manager**

I have worked for 2 years with the most renowned institutes of Gujarat (Dholakiya group of institutes), and (Modi group of schools). I have worked with implementing their practical working system with the ERP from start to end. The main part of it was handling the complications of the finance and the receipt sequences maintained by the institute. Those were the most complicated cases handled by me in the company.

- **Customer onboarding executive**

I have worked with many of the international clients from Germany, Malaysia, South Africa, Singapore. And even USA and UAE . For executing the software and the implementation for smooth experience.

Languages

- English Hindi Gujarati

About

- I am a Hardworking and passionate IT professional with 5 years of experience as ERP consultant and Support executive of the companies. I have done a lot of individual projects as well as full implementation of ERP for various institutions like schools and colleges and private tuitions as well.
My expertise has been in understanding the financial working of the institute and how to implement their practical data into the different module of the software.