

PRASHANT A MEVADA

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Aspiring for challenging carrier in Customer Service/Troubleshooting / Supply Chain Management / Operations Management with a growth oriented organization

PROFESSIONAL SYNOPSIS

➔ A dynamic professional with **over 9 years** of valuable experience in areas like:

Customer Service

Escalation Handling

Reports Handling

Supply Chain Management

Materials Management

KPI Management

Feedback Handling

Performance Monitoring

Training & Development

MIS Reporting

Team Management

Coordination

- ➔ Adept at spearheading entire service operations along with implementation of various techniques for improving the process operations along with cost effectiveness.
- ➔ Well versed with activities across Logistics & Supply Chain Management domains.
- ➔ Skilful at monitoring & motivating the care partners to enhance their efficiencies & assist them to deliver quality services to clients; spearheaded maintaining, repairing & troubleshooting.
- ➔ Proficient at inspiring confidence, leading by example and building loyal, high-performance teams that exceed expectations. Self-starter, highly imaginative with many innovative ideas.
- ➔ Solutions-driven, customer centric professional with significant experience in handling all aspects of service functions and field service.

PROFICIENCY MATRIX

Customer Service:

Enhancing customer satisfaction matrices through on-time delivery of products & monitoring customer complaints & warranty issues. Ensuring delivering the product after troubleshooting as per TAT standards of the organization along with throughout quality check. Manage and maintain state of the art service delivery through different main parameters.

Business Development:

Managing complete business operations with accountability for profitability; forecasting monthly/ annual targets & executing them in given time frame by organisational planning. Strategizing the long term business directions of the region to ensure maximum profitability in line with organisational objectives. Coordinating budgets, forecasts and reports & accordingly effectuating business plans to attain objectives and optimum revenue.

Team Management:

Supervising and monitoring the performance level of the service staff for ensuring superior customer service and accomplishment of service. Conceptualising & developing training & development initiatives for improved performance & productivity. Organising competence development for dealers' service staff, discussing current work issues and devising solutions for enhanced operations.

Client Relationship Management:

Identifying and networking with prospective clients, generating business from existing accounts and achieving profitability. Building and maintaining healthy business relations with clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.

ORGANIZATIONAL SCAN

Aug'18 – Present: - ItTechies Service PVT LTD. (Xiaomi Service Partner – Cluster Manager)

- ➔ Handling 23 Xiaomi Authorized ASC Across Gujarat (9 Mobile + 14 TV)
- ➔ Managing Centre TAT/Control repair/Service cost KPI like PCB%, LCD%, DOA Replacement and Repeat repair etc.
- ➔ Proactively handling escalations received from Customer/Dealers.
- ➔ Maintain MSL at Centre and ensuring proper Utilization of spares by frequent spares Movement inter Centres.
- ➔ Detailed JC Audits including Spare inventory & OOW Cash collection and filling gaps to improve Service Delivery.
- ➔ Regularly visiting Dealers for taking feedback and solving escalations raised during visits.
- ➔ Doing Partner Approach to Expand Service Business.

July'17 – Aug'18: - Iris Spectra PVT Ltd. (Mi Service)

- ➔ Handled CG Road Centre directly, with 3 Engineer 4 CCO team-Reporting directly me.
- ➔ Managed Centre TAT/Control repair/Service cost KPI like PCB%, LCD%, DOA Replacement and Repeat repair etc.
- ➔ Proactively handled escalations received from Customer/Dealers.
- ➔ Jointly working with spares team to keep pending/Open calls at minimum level, since product portfolio is wide-includes approx. 30 Handsets (MI), Accessories, wireless 4g router etc.
- ➔ Maintain MSL at Centre and ensuring proper Utilization of spares by frequent spares Movement inter Centres.
- ➔ Detailed Centre Audits including Spare inventory & OOW Cash collection and filling gaps to improve Service Delivery.
- ➔ Regular Happy calling to end customer for validating actual TAT and System TAT and if required take corrective action

Dec'15-Present: Reliance Jio Infocomm Ltd.

Senior DRS (Digital Repair Specialist) – Ahmedabad

- ➔ Handling CG Road Jio Centres directly, with 3 Engineer team-Reporting directly me.
- ➔ Managing JC wise TAT/Control repair/Service cost KPI like PCB%, LCD%, DOA Replacement and Repeat repair etc.
- ➔ Proactively handling escalations received from Customer/Dealers.
- ➔ Jointly working with spares team to keep pending/Open calls at minimum level, since product portfolio is wide-includes approx 30 Handsets (LYF), Accessories (Reconnect), EKYC biometrics, wireless 4g router etc.
- ➔ Maintain MSL at JC and ensuring proper Utilization of spares by frequent spares Movement inter JCs.
- ➔ Detailed JC Audits including Spare inventory & OOW Cash collection and filling gaps to improve Service Delivery.
- ➔ Regularly visiting Dealers for taking feedback and solving escalations raised during visits.
- ➔ Regular Happy calling to end customer for validating actual TAT and System TAT and if required take corrective action

Nov'11 – Dec'15: Samsung Authorised Service (Dev Services).Ahmedabad. (4 Years)

Floor Manager-Customer Service

KEY DELIVERABLES

- ➔ Handling all store service operation, including handling customers, manager escalation.
- ➔ Support Repair engineer in Critical repair.
- ➔ Manage Inventories and Store.
- ➔ Cash management, petty cash.
- ➔ KPI Targets and Service centre performance.
- ➔ Dealer Visit and taking feedback for improving service quality and reduce gaps.
- ➔ Training to Engineers and CCOs.
- ➔ ESD process implementation.

HIGHLIGHTS/ACHIVEMENTS

- ➔ Won best DRS award twice in reliance Jio.
- ➔ Got many customer appreciation at Jio against attempt to providing service-beyond customer expectations.

ACADEMIC CREDENTIALS

- ➔ **BCA** from Kadi Sarva Vidhyalaya, Gandhinagar, Gujarat in 2013.

ACADEMIC PROJECT

- ➔ **Inventory Management (Project during Pursuing BCA).**

Organization : Dev Services-Ahmedabad
Duration : 2012-2013.

IT FORTE

- ➔ **Software** : ERP/CRM/SAP, Statistical,
- ➔ **Packages** : MS-Office.
- ➔ **Languages** : VB.Net.
- ➔ **Applications** : Internet.
- ➔ **Others** : Networking (WAN and LAN).

PERSONAL DOSSIER

Age : 24 yrs.
Residential Address : **A 303, Swaminarayan Park 3, Opp.Ambikawadi, Ranip Ahmedabad: - 382480**
Linguistic Skills : English, Gujarati and Hindi.

REFERENCE

Mr. Hardik Soni: Ex. Service Manager-SAMSUNG Mob-9099097593

Mr. Rajesh Patani -Zonal Service Manager (Xiaomi)-Mob no-09925169701