**Amit Tomar**

Ahmedabad, 380019 | 9725766360 | amit.tomar86@gmail.com

**Professional Summary**

Versatile Post Graduate with over 10 years of accomplished work in dynamic roles across diverse industries. Adept at building strong professional relationships, problem-solving, and organizational management. Demonstrates excellent communication skills and possesses a flexible, results-oriented attitude.

**Experience**

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| **08/2019 to 08/2023** | Online Data Analyst (Freelance - Independent Contract)  Telus International - Ahmedabad, India   * Conducted in-depth online research to determine the relevance and accuracy of Map-related data and queries. * Applied market knowledge following guidelines to assess task information for the local market. * Utilized online tools for research and analysis to ensure the quality and relevance of task information. * Reviewed and improved online search results, providing feedback and ratings on content relevance. * Engaged in data annotation, data, and image labeling to enhance task information accuracy. |

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| **12/2014 to 05/2019** | Senior Executive  Vodafone India Services Pvt. Ltd - Ahmedabad   * Achieved key performance indicators set by management, meeting service level agreements and quality metrics. * Led resource allocation, shuffling, managing, and scheduling, providing support for process concerns and resolutions. * Working on second level operation for the queries, actionable and escalations. * Developed strategies for new team members, prepared SOPs, and established professional relationships with stakeholders. * Effectively handled high-level customer escalations over email and calls, demonstrating strong problem-solving skills and ensuring customer satisfaction. |

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| **02/2012 to 12/2014** | Purchase Executive  Deep Industries Limited - Ahmedabad   * Led international procurement and imports of Oil & Gas Exploration Services, ensuring compliance with industry standards. * Managed the acquisition of Natural Gas Compressors, developing precise material requirement plans for production needs. * Sourced cost-effective suppliers, optimizing budget allocations, and enhancing overall efficiency. * Oversaw logistics operations, coordinating sea freights and inland transportation to the company's warehouse. * Collaborated with Custom House Agents, C&F Agents, and external agencies for timely clearances and cost-effective transport. * Streamlined the procurement process, from obtaining international quotes to coordinating transportation and customs clearance. * Efficiently maintained inventory levels, ensuring materials were readily available for production and dispatch targets. |

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| **01/2011 to 06/2011** | Sales Consultant  Tata Active Automobiles, Four Wheelers - Ahmedabad   * Conducted cold calling and lead generation for Four Wheelers sales prospects, achieving sales targets. * Conducted market research, business development, and maintained showroom targets. * Demonstrated products to potential buyers, liaised with customers, and preserved accurate records. |

**Core Qualifications**

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| * Computer skills, Microsoft Office | * Certificate course in SAP - Material Management |

**Education**

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| **2010** | Master of Business Administration: Marketing  IBMR - Ahmedabad, GJ |

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| **2010** | PGPM: Management  IBMR - Ahmedabad, GJ |

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| **2007** | B. Com: Commerce  C C Seth College of Commerce, Gujarat University - Ahmedabad, GJ |

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| **2004** | HSC  St. Joseph Higher Secondary School, Gujarat Board - Ahmedabad, GJ |

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| **2002** | SSC  St. Arnold English Medium School, Gujarat Board - Godhra, GJ |

**Languages**

English (fluent)

Hindi (fluent)

Gujarati (fluent)