**Ashish Zaverbhai Patel**

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**DOB:** 10 May 1990

**PERSONAL SUMMARY**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twenty or more. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

Now looking forward to a making a significant contribution as a Supervisor / Team Leader with a company that offers a genuine opportunity for progression.

**Work experience**

***Shrusty Vaterinary Clinic (Rakhial) May 2014 – Feb 2018***

Assistant (Veterinary) – Cash Experience

* Maintain hygienic atmosphere at hospital all the time
* Support Veterinarian during consultations, examinations, treatments and operations
* Analysis of the actual problem in animal by discussion with owner
* Sterilize instruments and Dressing Task
* Maintenance of medicines’ stock and operation theatre instruments’ stocks
* Organize clinical and office records of animals attending the surgery
* Reception work of answering enquiry calls, booking the appointments, payment procedure and providing memos
* First level preparation for operation/surgery by clipping and removing fur or hair, swabbing blood, monitoring oxygen and intravenous fluids and post-operative care
* Diagnostic tests assistance by collecting samples, sending to test centers and follow up for final reports
* Assist veterinarian to produce diagnostic radiographs
* Preparing the operation theatre and instruments for re-use after surgery
* Following consultant’s instructions of providing medication, anesthesia and injections to animals
* Monitor the animal after surgery and reporting to the surgeon about the condition and improvement
* Management of admission, treatment, follows up and discharge

***Motif India InfoTech Pvt. Ltd. (MakeMyTrip Process) Mar 2015 — July 2016***

Team Leader

* Preparing daily workloads for staff & co-coordinating the daily allocation of work
* Motivating the team to achieve high standards and KPI targets
* Handling new client enquiries and acting as the face of the business
* Dealing and resolving problems and issues which arise
* Mentoring and training up junior and new staff
* Monitoring & reporting on standards & performance targets
* Arranging & chairing weekly team meetings, focusing on targets & achievements
* Implementing new initiatives
* Involved in the recruitment of new staff
* Praise team members and creates a positive working environment
* Ensuring all administrative and IT records are entered and updated correctly
* Providing prompt and accurate information on individual performance

***Motif India InfoTech Pvt. Ltd. (MakeMyTrip Process) Nov 2013 — Mar 2015***

Team Coach

* Preparing daily workloads for staff & co-coordinating the daily allocation of work
* Motivating the team to achieve high standards and KPI targets
* Handling new client enquiries and acting as the face of the business
* Dealing and resolving problems and issues which arise
* Mentoring and training up junior and new staff
* Monitoring & reporting on standards & performance targets
* Arranging & chairing weekly team meetings, focusing on targets & achievements
* Implementing new initiatives
* Involved in the recruitment of new staff
* Praise team members and creates a positive working environment
* Ensuring all administrative and IT records are entered and updated correctly
* Providing prompt and accurate information on individual performance

***Motif India InfoTech Pvt. Ltd. (MakeMyTrip Process) Nov 2010 — Nov 2013***

Sr. Executive (Sales)

* Customer Support Service for Incoming calls
* Converting enquiries into the sales
* Reporting to Team Coach/Team Leader
* On floor training to newly coming team members

**Qualifications**

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| --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Course Attended** | **Board/University** | **Passing Year** | **Subject** | **%** | **Division** |
| 1 | SSC | Gujarat State Secondary & Higher Secondary Board, Gandhinagar | 2005 | - | 78.43 | Distinction |
| 2 | HSC | Gujarat State Secondary & Higher Secondary Board, Gandhinagar | 2007 | Science | 56.80 | Second Class |
| 3 | B.Sc. | Dr. Bhimrao Ambedkar University, Agra | 2013 | Biology | 66.75 | First Class |
| 4 | Diploma in Livestock Assistance | OPJS University, Churu | 2014 | - | 63.04 | First Class |

**References**

Available on request