**Curriculum Vitae**

**Bhavesh Premaram Mali**

**A-303 Tulsi Residency,**

**Opp. Krishna Bunglows,**

**New Ranip, Ahmedabad- 382480.**

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**Career Objective**

A highly motivated and result driven professional utilizing enthusiasm, perseverance and strong desire to learn, contribute and make a positive difference to a cross-functional organization empowered to achieve best-of-class results with an objective to share vision, creative drive and commitment to succeed. Seeking a challenging position in a growth oriented organization.

**Professional Qualification**

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| --- | --- | --- | --- | --- |
| **Degree** | **Year** | **College/School** | **Percentage** | **Board/University** |
| B.C.A | 2013 | L.J College of Computer Application | 71% | Gujarat University |
| H.S.C | 2010 | Sharda Vidya Mandir | 74% | G.H.S.E.B |
| S.S.C | 2008 | Sharda Vidya Mandir | 58% | G.S.E.B |

**Work Experience:**

* **Company Name:** **Dish TV India Pvt. Ltd. (Gujarat Regional Office)** 
* **Designation:** Zonal Service Co-ordinator.
* **Period:** 8th Jan, 2015 to Till date
* **Roles & Responsibilities:** 
  + Consolidating Monthly Business Result of Branch.
  + Handling 58 DCCs & SFs, 09 ASE’s and 04 RSO’s.
  + Customer support as per the communication with ASE/RSO/DCC/SF.
  + Call ageing wise flash as per 2 hrs. Company timing.
  + Call closing within min. 2 hrs. And max 24 hrs. TAT.
  + Following for SAF form collecting at branch.
  + Also Following for SAF form Punching in system and sending time to time to HO.
  + As per the best Support doing for Sales also.
  + Daily Received 200 Mail’s and replies on the same.
  + Also Received Customer mails at Nodal Desk and Sort out in Short time for customer Satisfaction.
  + Also direct coordinate with SF DCC as vacant ASE’s area.
  + Co-ordinate with warehouse team for timely dispatch materials to SF/DCC.
  + Also coordinate with HO team for timely Solutions.
  + Call by call discussion with concern team member for customer support request.
  + Direct call to customer for his problem sort-out.
  + Call ageing Report flash per 1hr. and discussed with Team.
  + Repair tat, Installation tat, same day closer within 4 pm, Installation repeat, Repair repeat, Controlling.
  + Taking con-call with team member and DSM, ZSH on the same day to day.
  + All giving solution which is escalating at service department.
  + Manage All HR Related Works like Joining , Resignation, Salary Related Issue Etc.
  + Prepare Business Requirement Documents (Agreements with our Trade Partner,SF/DCC).
* **Company Name:** **LG Electronics India Pvt. Ltd. (Gujarat Regional Office)** 
* **Designation:** Zonal Sales Co-ordinator.
* **Period:** 1st May, 2013 to 7th Jan, 2015.
* **Roles & Responsibilities:** 
  + Consolidating Monthly Business Result of Branch.
  + Yearly, Monthly, Weekly and Daily Sales Wise Data Preparation (MTD & YTD).
  + Finalization of Monthly Schemes & Prepare Price list for Trade Market.
  + Order Punching, Cancellation& follow up for Invoice.
  + Preparing SRA (Stock Receipt Allocation) Working.
  + Responsible for getting approval from HO (Head Office) Institutional & Sales Billing.
  + Coordinate with Dealers, Sub Dealers and Distributors.
  + Compilation and reporting of Market Information and Competitor’s activity.
  + Coordination with Sales, Marketing, Services, Logistics & Other Department.
  + Supporting Monthly, Yearly Closing & Audit of Branch Accounts.
  + Control on Sales Return/ Invoice cancellation.
  + Control on Inventory Aging.
  + Cheque / Draft Punch in System and Follow-up of AR/OD.
  + Register Sales program & Follow up with BAM, BM for Approval.
  + Daily monitoring in inbound and Outbound Inventory
  + Consolidating Monthly Business Result for Gujarat.
  + Prepare data of Sales Month Wise (MTD & YTD) Year Wise for Gujarat.
  + Daily reporting to Regional Manager , Branch Manager.
  + P & L Management –Brand & Space Management, Season Plan.
  + Having Good Knowledge of ERP(Enterprise Resource Planning)
  + Having Good Knowledge of SAP(System Application Progra
* **Company Name: Success InfoTech**
* **Designation:**Data Operator
* **Period:** 1stJune, 2011 to April 2013
* **Roles & Responsibilities:** 
  + Consolidating Monthly Business Result for Gujarat.
  + Prepare data of Sales Month Wise (MTD & YTD) Year Wise for Gujarat.
  + Daily reporting to Zonal Head.
  + P & L Management –Brand & Space Management, Season Plan.
  + Manage all Project Data in system.
  + Maintain & Analysis on the data.

**Strength:**

Hardworking, Good communication and presentation skills, good planning skills, Excellent understanding of Retail operations & products.

**Computer Proficiency:**

MS Excel, MS Word and MS PowerPoint and working knowledge of Internet Surfing and Computer.

Excellent Knowledge in SAP & ERP Based Program.

**Personal Profile:**

* **Date of Birth**: 26th Nov 1992
* **Fathers Name**: Mr. Premaram Vardaji Mali
* **Gender**: Male
* **Marital Status**: Single
* **Nationality**: Indian
* **Religion**: Hinduism
* **Language**: Hindi, English and Gujarati

**Declaration:**

I, solemnly declare that the above information is true and correct to the best of my knowledge. I understand that if any information given above is found false/incorrect, my candidature is liable to be rejected.

**PLACE:** Ahmedabad, Gujarat.  **(Bhavesh P Mali)**

**Date:**