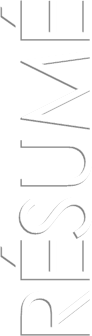
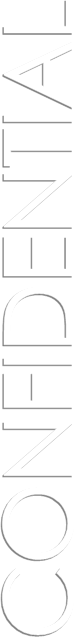


**INFORMATION TECHNOLOGY MANAGER**

Jay Gajjar



Mobile: 99244 75800

Email:

jay6279@gmail

.com

# PROFILE

To fill a position within a progressive organization, where I can apply my skills, training and ability in being a competent achiever in prospective field that will acknowledge me as an enthusiastic person with a positive attitude, and the ability and willingness to perform well, produce outstanding results, and succeed.

# CAREER PATH

**Vodafone Shared Services India (Senior Executive)**

Vodafone UK Customer Relations

March 2017 to March 2019

(Own Business from May 2019)

**Key Responsibilities:**

* Responsible for investigation, resolution and reporting of all customer related complaints
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Identify and develop problem solving approach to resolve customer issues
* Ensure outstanding customer satisfaction by maintaining strong working relationships
* Diplomatic & good observational skills for judging the customers opinion and ability to convince them
* Interpersonal skills, such as listening, questioning skills and conflict management
* To monitor all potential claims ensuring minimal financial impact to company
* Act with courtesy, showing empathy and understanding
* Act without bias, reach conclusions and form views on the facts of the case, taking into account matters that are relevant and not those that are irrelevant
* Build sustainable relationships of trust through open and interactive communication

**Domino’s Pizza, Jubilant Food Works (Shift Manager)**

March 2015 to February 2017

**Key Responsibilities:**

* To plan and carry out operation of store, so as to maintain smooth functioning of the store with focus on sales up gradation by maintaining high standards, in accordance with agreed business plan
* Ensure upkeep of store premises & manage all the equipment of the store for smooth operational flow
* To carry out staff meeting at periodic intervals & ensure motivation of team
* Managing store cost
* Watch food cost closely and maintain
* Handling guest queries & staff concerns
* Handling representative of various government bodies
* Responsible for maintaining the various MIS reports like usage of food cost, weekly report and sale report
* Ensure training of all team member and promotion
* Build sales by implementing marketing strategy & promotional scheme effectively
* Plan and carry out local sales marketing such as flyer distribution, newspaper insert, corporate calling, etc.
* Inventory managementand cash handling
* Conflict resolution
* Responsible for overall smooth operation without any jeopardy
* Handling administration and paperwork
* Making improvement to running of the business and development
* Maintain strict FIFO of consumable products
* Plan weekly roster for team members
* Weekly MIS report and improvement of NPS

**CPM Australia (AGL Energy Limited), (Senior Field Representative)**

May 2008 to October 2009 (Experience Letter - CPM Australia)

August 2010 to September 2012 (Experience Letter – CPM Australia)

**Key Responsibilities:**

* To call on consumers on an individual basis in designated areas and to present them

AGL Energy for their Gas and Electricity as the supplier of their utilities

* As a field representative, dealing with a variety of people both internally and externally
* Verifying customer’s contracts and create quote.
* Meeting all goals and deadlines, prioritizing my workload every day
* Making sales verification issues report in MS-Excel spread sheets
* Answering junior field representative queries over the phone
* Entering the customers Applications received from the (Door to Door and Verbal) Sales Department for the Electricity and Gas Contract in records book
* Make verification call to the agent at call centre
* Explain the offer to customer in proper and precise manner including the advantages
* Verify customer’s contracts for Direct Debit & Personal Details (for Credit Check)
* Inform line manager of recommendations/ideas for improving all areas of this position to include ideas of improving customer service systems or activities.
* Attend refreshment training sessions
* Report weekly sales activities to direct manager
* Create intelligence reports on competitors
* Generate new leads through networking on the phone

**Salmat Australia, Origin Energy Limited, (Senior Field Representative)**

January 2007 to April 2008 (Payslip)

September 2009 to July 2010 (Bank Statement)

**Key Responsibilities:**

* As above

# PROFESSIONAL DEVELOPMENT

**SSC + HSC**

**Diploma in Hospitality Management**

# ACHIEVEMENTS

**Consistently and Commitment Award (Salmat Australia)**

**500 Sales Club (Salmat Australia)**

**Consistently and Commitment Award (Vodafone Shared Services)**

**Courses**

**Microsoft Office Advance**

# ADDITIONAL INFORMATION

**DOB: 08 August 1987**

**Availability: 7 Days**

**Interest: Technology, Current Affairs**

**Transportation: Own Transportation**

**Reference: Shall be provided on request**