**MEGHA H. BHATKAR**

**H. No. : S-03, Maruti Complex,**

**Sardar Chowk, Saak Market,**

**Ranip, Ahmedabad.**

**Contact no. : - 09725821514**

**E-mail Add. : - megha.padh0508@gmail.com**

**OBJECTIVES**

Result-oriented, dependable, professional experienced in customer service & operations. Excels in fast paced environment. Works well independently and as part of a team. Committed to excellence.

**CURRENTLY EMPLOYED AT:**

**CERA Sanitaryware Ltd. (17-Dec.-18 to till date)**

Work profile :-As a Admin. Officer (Project Team)**.**

**Roles and Responsibilities:**

* Prepare Daily and Monthly Project Sales Report (Target Vs. Achievement, Segment wise Sales report, Revise Target Report, Monthly Billing & Order Book Plan, etc….)
* Prepare Annual Reports.
* Prepare Costing for Projects and update in software.
* Purchase Order Verification in C4C software.
* Order Block & Unblock in SAP.
* Builder Verification in C4C Software.
* Project Sourcing & Updating New Projects in C4C Software (Government & Private both).
* Builder Creation & Site Creation in C4C software.
* Create Purchase Contracts & Orders in SAP.
* Planning and conduct monthly Reviews.
* Reporting to National Project Head and Company’s CMD.
* Government working Back-end support from Head Office for PAN India.
* Government Tenders tracking of PAN India.
* Company Documentation for Government & Private Builders.

**PREVIOUS EXPERIENCE:**

**INDUS TOWERS LTD. (Oct-14 to Oct-15)**

Work profile:-As a **C-TOC Executiv.**

**Roles and Responsibilities:**

* Prepare Monthly Network Availability Sign. Off Data.
* Prepare & Send all Daily reports (District wise Up-time, Alarm Trend Report, AC wet PM report, FCU Tracking report, Daily Team Attendance, etc.)
* L2 Alarms Monitoring.
* Prepare & Send all Monthly Performance Power Point Presentation (Idea-Airtel-Vodafone Governance Meeting, Town Hall, Cluster Manager’s Review to Zonal Head, Zonal Head Review to CCEO, Functional Review O&M, O&M Induction, COO Review Q1, Q2, Q3 & Q4, etc.)
* Provide monthly escalation Matrix to all OME.
* Co-ordinate with all OME MIS regarding Data collection & Outage Analysis.
* Data Validation with the help of Field Team& Update Circle Master Data.
* Prepare Monthly & Weekly Reports (Sign. Off Report, Analysis of IUTR, FF Sites Report, Lock Tracker, Hygiene TT reports, I-Map Attendance Report, FSE Performance, Cluster Manager Performance, Zonal Head Performance, Circle Performance, ISQ Reports, etc.)
* Raise CM TT’s (Related to DG, Battery Bank & AC) & OME Hygiene TT’s in I-Navigator.

**PREVIOUS EXPERIENCE:**

**IDEA CELLULAR LTD. (17-Feb-14 to 17-Oct-14)**

Work profile:-As a **CIRCLE MIS Coordinator** in **Network** - **Opex Department.**

**Roles and Responsibilities:**

* Co-ordinate with Field Engineer Team & IP Coordinators on Daily basis Outage.
* Prepare Monthly Network Availability Sign. Off data of all 11 IP (Indus, Airtel, Bharti Infratel, BSNL etc.)& close sign. Off on monthly basses
* Prepare & Send Dashboard of Network Availability comparison of all IP.
* Co-Ordinate with Finance Team & IP Finance Team for Opex Billing related Issue.
* 1st level checks on Opex Energy Monthly Billing of all IP.
* Prepare data for Energy Billing & Network availability related monthly Meetings.
* Provide monthly escalation Matrix to all IP as well as collect from IP & Flash to all Cluster Managers.

**PREVIOUS EXPERIENCE:**

**Drive India Pvt. Ltd. (26-Dec-2012 to 14-Feb-2014)**

Work profile:-As a **CIRCLE MIS Coordinator** for TATA Docomo Process– Commercial Team.

**Roles and Responsibilities:**

* Prepare & Send Monthly and Daily MIS Reports (Saving Report, PR to PO TAT Report, Open PO Report, PO Analyses Report, Inventory Report, etc.)
* Prepare & Send Monthly Performance Power Point Presentation (4Q Rajasthan) to Corporate Office.
* Prepare & Send Dashboard on monthly bases.
* Prepare & Flash out monthly Bulletin.
* Co-ordinate with Users & Vendor’s.
* Prepare Comparatives.
* Working on SAP Software MM Module – User Window.

**PREVIOUS EXPERIENCE:**

**VERTEX INDIA LTD.** **(May-2011 to Dec-2012)**

Work profile:-As a **CIRCLE TRAINER** for Airtel Documentation Process.

**Roles and Responsibilities:**

* Plan & Surprise Visit on 11 Branches of Vertex in Rajasthan.
* Provide Training to all new joiners, Re-Fresher Training to all Existing Executive & TL, Auditors and QC.
* Daily Co-ordinate with all Bottom performers (Daily Quality report biases).
* Improve Quality by Training.
* Co-ordinate with Clint Quality regarding issues & clarifications.
* Maintain Training Calendar daily.
* Prepare PPT of all process & Quality Parameters.
* Testing of all new Software and share feedback with Process head, IT department & Reporting boss.
* Organizing quiz and games to keep work place healthy.
* Co-ordinate with Clint on Quality regarding issues.

**PREVIOUS EXPERIENCE:**

**Genpact India Ltd. (March-2009 to Jun- 2011)**

Work profile: - As a **Process Associates** (I2I process)

**Roles and Responsibilities:**

* Call to customer for collection of installments & generate pickup leads.
* Take follow-up with pickup Executives & update Payment.
* Maintain Quality (98%) & C-Sat. (Customer Satisfaction) Score in Collections & Inbound both process.
* Resolve Customer Problems & Issues, Raise Service Request, Tag Complaint’s, give information about all Schemes and new running offers to all customers on Call (Uninor Process).
* Participate in all other activities.
* Handle team of 20 people (Credit Card collection) in absents of Manager.

**PREVIOUS EXPERIENCE:**

**Vkalp Pvt. Ltd. (April-2006 to Jan-2009)**

Work profile: - As a **Out Bound Telecaller** (Airtel process)

**Roles and Responsibilities:**

* Call customer and give solution and close existing SR.
* Health Check Calling.
* Maintain Quality Score (97% was bench mark).
* Promoted as an Auditor within 3 months of Joining.
* Do daily Audit of 100 Calls.
* Maintain report & give feedback to all Tele-caller.

**ACADEMICS:**

* B.COM.
* 12th from Adarsh Vidhya Nikaten School(Ajmer Board)– ARTS.
* 10th from Adarsh Vidhya Nikaten School (Ajmer Board).

**HOBBIES & AREA OF INTEREST:**

* Traveling.
* Interacting with Peoples.
* Listening Music.

**COMPUTER LITERACY:**

Working On : Windows

Internet

Microsoft Excel

Microsoft Word

Microsoft PowerPoint, etc.

**PERSONAL DETAILS:**

Husband Name : Mr. Hemant V. Bhatkar

Date of Birth : 5th Aug.-1989

Languages Known : English, Hindi, Marathi & Gujarati

Marital Statu : Married

Wedding Anniversary Date : 06-June-2015

**(Megha H Bhatkar)**