**Mohit J Shrimali**  **[shrimalimohit14@gmail.com](mailto:shrimalimohit14@gmail.com)**

A seasoned professional with 4 years’ experience in BPO specialized in Telecom Management services, especially in BPO Operations & Team Management Along with Team Management, Preparing Products & Performance Review PPts.

**Team Management, Project Management & Client relationship management with reputed organizations like Bharti Airtel, Tata Docomo, Reliance, and Idea Cellular.**

**Core Competencies:**

* Analyzing the products (especially PPts & Study material) utilized for Performance purpose. And Operation

Related PPts

* Timeline deliverables to client reports like Daily, Weekly & Monthly Productivity reports.
* Maintaining performance accuracy by Monthly & Fortnight reviews with team members.
* Conducting Training, Research & Development sessions for all the employees.

**Team Management:**

* Monitoring a team of associates, thereby ensuring optimum performance.
* Identifying & implementing strategies for building team effectiveness by promoting a spirit of

Co-Operation between team members.

* Planning targets for Productivity %, Monitoring number & achievements of overall calls & Target from Daily,

Weekly & Monthly reports based on Adherence to the pre-set standards.

* Creating & sustaining an environment that fosters development opportunities & Motivation the employees for

Enhancing the existing Performance levels.

* Visiting Clients place to monitor the performance scale designed by the clients depending on reports sent by me.
* Providing timely, High Quality response to all the process holders & Clients.

**Achievements:**

* Was certified for best performance & Team management in Telecom for reliance & Idea Cellular.
* Was certified for sustaining & enhancing agents performance on given target for the month.

**EMPLOYMENT PROFILE**

**1**. **Job Objective:** Sales executive

**Duration:** 7th Month

**Company:** (Gatsby)

Location: Ahmadabad

1. **Job Objective:** Outbound Representative

**Duration:** 6 Months

**Work Period:** Jun-2010 – Nov-2010

**Company:** (Telecom) Bharti Airtel

**Designation:** Customer Service Representative;

* Calling to the data provided by Supervisor, to Outcall the Customers for New promotional offers.
* Closing the Prospect customers given by other agents.
* Updating daily remarks & feedback file for agents.
* Sending all reports of daily performance to authorities on TLs behalf.

1. **Job Objective:** Report & Team Management

**Company:** (Telecom) Pace Setters Business Solutions Pvt Ltd; **Duration:** 3 years (Team Handling 40 to 50 People’s) **Work Period:** Dec-2010 – Jun-2013

**Designation:** TL / Mentor for Idea Verification & Reliance Communications;

* Reporting to all Supervisors & Marketing heads of previous day work progress.
* Providing fresh & follow-up data leads to all CSRs.
* Updating daily remarks & feedback file from agents calling files.
* Team Management & Performance monitoring calendar flashing to all Clients
* Collection confirmation to our on field Agents

1. **Job Objective:** Activation Processor. **Duration:** 1 years & 3 Months

**Company:** (Telecom) Tata Teleservices Ltd; **Work Period:** Jul-2013 -14

**Designation:** Activation Officer.

* Collecting New CAF’s from Distributor side.
* Co Updating CAF’s in System of EPOS/Order Entry Software.
* Preparing different PPT’s for Activations done for past months.
* Sending monthly Activations collated file to respective clients.
* Team handling 5 employees

**Achievements:**

* Best Achievement award for Maximum Activations Nov14, Was given Medal & Certificate from Tata Teleservices Ltd;
* Was certified with 2 times SPOTLIGHT Award from Tata Tele Services Ltd;

1. **Job Objective:** Activation Processor. **Duration:** 3 years

**Company:** (**Telecom)** **Idea** Ltd; **Work Period:** Jan-2015 – March2017

**Designation:** Activation Officer

* Handling team of the 5 to 7 Agent in Nadiad Location.
* Taking care of KYC and doing Proper Audit of Customer Application Forms to ensure Quality KPI are met as per compliance
* Daily Rejection Data Mail Distributor End.
* Sending monthly Activations collated file to respective clients.
* Coordination for CAF Pickups across as per the Beat Plan.
* Pick up/Inward/Outward Daily Reconciliation.
* Inward/Login/Outward Daily Reconciliation.
* Coordination with Pick up Agent & Manage Pick up Agent Training in Every 2 or 3 Month

1. **Job Objective: Finance Duration:** 6 Month

**Company: SK Finance Work Period:** Dec 2017– April 2018

**Designation:** Sales executive

* Customer Documents proper check And Collect
* Sales process Commercial , privet car loan
* Collection of our customer

1. **Job Objective: Finance Duration:** 1 years & 8 Months

**Company: Shriram transport finance Work Period:** 26thJune 2018 – Oct 2019

**Designation:** Sales executive

* Customer Documents proper check And Collect
* Sales process Commercial loan, personal loan, Business loan, Life insurance
* Collection Customers EMI Cycle wise
* Collection of Area wise daily basis
* Case of Hard bucket meet to customer convenience
* New Recruiter agents Trained and Brief How to work How to doing sales , collection

**8**. **Job Objective: Finance Duration:** 7 Month

**Company: Adani capital Pvt Ltd** **Work Period: 20 Nov** 2019 – 15 may 2020

**Designation:** Sales executive

* Customer Documents proper check And Collect
* Sales process Commercial loan,
* Collection Customers EMI Cycle wise

9. **Job Objective: RBA Finance** P**vt ltd Duration:** 15 Month

**Designation:** Team Leader (sales & collection) **Work Period: 05 Feb** – **2022** still there

* Customer Documents proper check And Collect
* Sales process Commercial loan ,
* Collection Customers EMI Cycle wise
* New Recruiter agents Trained and Brief How to work How to doing sales , collection

**Educational Qualification:**

* Completed B.Com Gujarat University, in the years 2012 Nadiad Zone.
* Completed H.S.C from GSHEB, Gujarat in the year 2008 with First class Nadiad Zone.
* Completed S.S.C From G.S.E.B., Gujarat in the year 2006, Nadiad Zone.

**Extra Qualification:**

* MS. Office ( especially :Lookup , Pivot table & MIS preparation )
* Internet utility
* Tally 6.0

**Personal Skills:**

* Innovative & Creative
* Hard Working
* Quick Learner
* Leadership Qualities & a team player
* Good communication skills
* Management skills
* Punctual
* Decision Taking abilities
* Self-Motivative
* Curious

**Personal Details**

**Name:**  Mohit Shrimali

**Permanent Address:** E/608 Shri Hari Blessing

Opp: Karnavati Apartment 2

Narol Lambha Highway,

Narol, Ahmedabad 382405

**Phone #:** 9173935555

**Date of Birth:** 14-10-1990

**Nationality:** Indian

**Cast:**  Hindu (Brahmin)

**Declaration**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Date: Mohit Shrimali Narol (Ahmedabad)