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|  | **PAWAN SHINGWANI** |
| Date of Birth : May 28, 1995 19/b, Tilak Nagar society, opp. supath 2,  Marital Status: Single Oldvadaj, Ahmedabad, 380013.  Languages Known: English, Hindi, and Gujarati Mobile: - +91 7600824514  Nationality: Indian Email: pawanshingwani@gmail.com |
| SYNOPSIS |
| * Having total 3.8 years of work experience in the field of Back office (BPO), Web chat process, Sales and Support profile. * Ability to effectively multi-task in a fast paced & challenging environment. * My skill set includes: ability to learn and adapt to different situations, team-orientated mindset, manage multiple projects at a single time within given timelines.   Career Objective  I am seeking for a job which is more intellectual, Growth oriented& professional and I will assure to serve your organizationin the best possible manner as per my capabilities.  **ORGANIZATION AUSSIZZ INDIA PVT LTD.**  **Designation Sales and Support Executive**  **Tenure 11th Feb 2019 till - 31st Dec 2020**  **Key Role Calling, chatting over various portals, coordinating with Manager, PO, taking Video testimonials**  **Responsibilities:**   * Client coordination through given tools. * Regularly calling to clients to sell our core product of educational online coaching. * Chatting with members on various platforms given by company. * Completion of tasks and achieving the targets assigned by manager. * Chatting and approaching the new members over various social media platforms such as Telegram, linked in, WhatsApp, Facebook, Instagram and YouTube. * Explaining the whole procedure about product, taking care of emails and chats related to concerns pre and post sales. * Handling escalation calls and giving support on normal technical issues. * Maintaining daily records of work done in excel and sending regular reports to manager. * Taking video testimonials of our members who passed out in exam with good results. * Coordinating with various teams to maintain smoothness in our daily work and assigned tasks. * Writing many contents on various social media platform for company to promote the products using various # tags and other effective tagging. * Maintaining competitive harmony with team members which will help us all to achieve our targets. * Making myself updated with current changes done by other competitors and sending reports to our Manager.   **Achievements:**   * **Won a Best performer award for first quarter in a probation period.** * **Meeting all sales target on given time frame designed by company.** * **Taken video testimonials of our successful members.** * **Writing contents to promote brand and company both being acknowledged for the same by director.** * **Participating in all extra activities of company such as Distributing foods after pandemic and taking part in video initiative taken by company on communal harmony, Taking part in public speaking too.**   **ORGANIZATION Login Infocom Private Ltd.**  **Designation Back office Executive**  **Tenure July 2018- November 2018**  **Department Customer Support**  **Key Role Coordinator, Reporting, Emails on daily basis and Calls if required, Resolution of complaint.**  **Responsibilities:**  **Coordination & reporting**   * Daily updated to the Manager * Coordinating with product listing team by managing schedules, filing important documents and communicating relevant information. * Ensuring the adequacy of equipment or material required for testing to provide accurate information to clients and sharing feedbacks if found faulty to upper management. * Responding to complaints from customers and give after support when requested. * Mostly doing email coordination with clients and sometimes over calls too if required.   **ORGANIZATION Motif India Private LTD.**  **Designation Customer Service Executive**  **Tenure August 2015- April 2016**  **Key Role Client Coordinator, Reporting, Resolution of complaint.**  **Responsibilities:**   * Answer calls professionally to provide information about products and services. * Helping to place/ cancel orders. * Obtain details of complaints on daily basis to update it directly with Team leader. * Keep records of customer interactions, recording details of inquiries. * Opening claims as per scenario of complaints, and comments, as well as actions taken. Process orders, forms and applications. * Follow up to ensure that appropriate actions were taken on customers’ requests. * Refer unresolved customer grievances or special requests to designated departments for further investigation. * Maintaining excel sheet andproviding all necessary reports to assigned Team leader. * Working over various tools to navigate many required things on daily basis. * Coordinating and updating macro entries (shortcut forms) which will help all agents to fill after call disposition and save the given wrap-up time. * Have to maintain daily AHT and ATT according to given targets.   **Achievements:**   * **Got best performer award for handling calls effectively.** * **Daily on getting many appreciations and positive feedbacks.** * **Twice being recognized as most sincere with work and handling tough escalation calls by our Manager.** * **Taking part in almost many extra activities Such as motif charity walk, taking part in chess competition, taking part in regular small competitions held inside team.**   **EDUCATIONAL QUALIFICATION**   * + Completed my (10th board) S.S.C in the year of 2009-10 from G.S.E.B with 49%.   + Completed my (12th board) H.S.C in the year of 2011-12 from G.H.S.E.B with 60%.   + Completed my B.Com. in the year of 2014-15 from Gujarat University with 54%.   **TECHNICAL PROFICIENCY** |

* Microsoft excel and word (basic), social media exposure, website hunting and content writing

**DECLARATION**

I am confident that I will be able to perform my duties to your entire satisfaction and expectation. The information stated above is real and true to the best of my knowledge

**Place:** Ahmedabad