***Curriculum vitae***

**PRANAV DABGAR**

**PRESENT ADDRESS:** **Mo :**+91 9377953674 / 9998831650

745/A,CHHIPA POLE

KUVAVALO KHANCHO,DARIAPUR,

AHMEDABAD-380001

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#### CAREER OBJECTIVE:-.

* To be a part of the organization, where my skills and abilities will greatly contribute to top and bottom lines of the organization and enhance my own personal growth by exposure through new assignments towards the organization objectives.

#### WORK EXPERIENCE:-

**TOTAL WORK EXPERIENCE:- 2.5 YEARS**

* **Working at *SHOPPERS STOP LTD*.**
* **Duration:- 2.5Years, currently working.**
* **Designation:- Customer Care Executive**

**( Customer Service Desk / First Citizen Desk )**

***GENERAL RESPONSIBILITIES*** –

Supervise the operation of a Customer Service Desk and recording and preparing and maintaining detailed records and files.

**ESSENTIAL TASKS** (These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, on the position.)

• Make Credit Note Of Exchange Product/Merchandise.

• Operate First Citizen Membership Loyalty Programme.

• Supervise computer operations.

• Make the entry of the membership Card in MMS System.

• Discuss with staff for Target v/s Acheivement ; make schedule adjustments as needed.

• Prepare Register Of Returned Merchandise and Maintain Data in excel sheet as well.

• Check First Citizen Membership Enrollment Form thoroughness and completeness

and prepare additional Correction when necessary.

• Initiate all requests for Customer Query And Card Requirement.

• Take periodic Training Of Employee for First Citizen Membership Loyalty Programme.

• Perform related tasks as required.

#### EDUCATIONAL QUALIFICATION: -

10th Pass With 64.62% In 2009

12th Pass With 76.14% In 2011

F.Y B.com With 56.00 % In 2013

T.Y.B.com Running…

#### IT SKILLS: -

MS Office (Word, excel sheet, power point etc.) , Windows 98, 2000, XP, Internet,

#### KNOWLEDGE, SKILLS AND ABILITIES: -

General knowledge of Soil testing practices done at Anand Agricultural University .

General knowledge of Orapos Cashiering System and cashiering Experience for 1 year In

Shoppers Stop CG Road, CG Square Mall ,Ahmedabad-380006.

Ability to prepare and maintain accurate records; ability to plan and supervise the work of others; Ability to establish and maintain good working relationships with associates; ability to prepare reports and maintain accurate records.

RETAIL SERVICE SKILLS TRAINING TAKEN FROM MANIPAL AND CITY GUILDS IN JULY-2014.

#### HOBBIES:-

* Watching and Playing Cricket & Football.

* Listening Music

**KEY STRENGTHS**: -

* Adjusting well according to the circumstances.
* Willingness to learn.

#### PERSONAL INFORMATION: -

\* Name - Pranav Dabgar

\* Father’s name - Manoj Kumar Dabgar

\* Date of Birth - 18th Dec 1992

\* Nationality - Indian

\* Marital status - Single

\* Height - 6’7”

#### DECLARATION: -

I am undersigned, certify that the above-furnished information correctly describes my qualification,

My experience and me to the best of my knowledge and belief. Please consider My Application

and I will try my best to satisfy my Superiors With Efficient Work.

**Date: -** 22/11/ 2016 Yours Sincerely

**(**Pranav Dabgar**)**

**Place: Ahmedabad**