**Sharukh A Zaiwalla**

***Mob: + 91-7016695172***

***Email:*** [***spzai.87@gmail.com***](mailto:spzai.87@gmail.com)

**Professional Objective:**

**To work in an organization, that offers excellent career growth, learning and exposure in a challenging and competitive environment and to contribute creatively to any work undertaken. Currently pursuing CCNA certification course to excel in the same field.**

**PROFESSIONAL / INDUSTRIALEXPERIENCE**

**infoAnalytica Consulting Pvt. Ltd. Mar 2018- Till Date**

**Research Associate/Demand Generation**

* infoAnalytica is a Marketing Consulting Firm with a focus on providing B2B Demand Generation support along with marketing and sales intelligence.
* infoAnalytica with the help of its proprietary technology coupled with human intelligence gives you the relevant insights and sales intelligence that drives new customer acquisitions and revenue streams.
* We are Generating the demands for AWS and AB India (International and Domestic)
* We are generating the demands on the basis of marketing database as well as the secondary research,

Where we are calling the potential prospects to get Registered with AB India and for AWS, we are calling Globally to particular designated persons so that they can agree on getting the subscription emails on the daily basis

**Tech Mahindra (Reliance JIO) Aug 2016-Feb-2018**

**IB Advisor**

* Tech Mahindra has one of the largest practices focusing on Customer Experience (CX) brining in expertise in Omni-channel, multi-channel customer experience across sales, service, marketing and commerce.
* We have been recognized as leading players in the Manufacturing, Communications, Banking, Insurance, Financial services, health care, Energy & Utilities verticals.
* Tech Mahindra’s differentiators come from the consulting build that advises  customers  in the CX space that includes User Experience, Web Experience, Digital Marketing, Portals, ecommerce, Business Process re-engineering and management, Customer Relationship management, Integration helps us provide cost effective solutions to our customers.
* Added to this, our CX product expertise in 35 + products including  Adobe, Salesforce.com, Peg systems, IBM, Oracle, SAP, Alfresco, Mulesoft, to name a few, enable us to offer the right mix of cost effective technology solutions.
* The CX practice has several transformational customer experience success to its credit across Sales, service Marketing and Commerce.

**Interactive Manpower Solution Pvt Ltd Aug-15 to Mar-16**

**Recruitment Consultant**

IMS (ISO 9001:2008, and ISMS ISO/IEC: 27001 certified) located at Ahmedabad, India provides services for Offshore Recruitment Services in UK, USA, Australia and Middle East.

Use to follow the basic process of Recruitment(Sourcing, Screening, and CV formatting) for US Staffing firms (end to end process).

* In sourcing we use to find out the candidates from various job boards like Career Builder, Monster and Job Diva.
* After sourcing I use to screen the candidates by verifying their skills with job description.
* Once found the perfect fit I used to call the candidate, give that candidate brief idea about the job.
* If the candidate is comfortable with the position, I would forward his candidature to my account manager with his General Information as per the process of the account.
* After submitting the candidature, the manager gives the feedback of the candidate resume and if candidate is the perfectly fit then scheduling of interview and feedback process is continued.
* Use to maintain the details of candidates in the form of digital file so that we can follow the track records for scheduling the interviews or for the offers.

**Aegis PvtLtd (Vodafone Premium Call Canter) Nov-2014 to Jun-2015**

**Premium Customer Care Executive (Inbound Calling)**

* Used to help irritated Vodafone customers by resolving their queries on calls with the help of companies’ customer service portal.
* I use to pitch the various kinds of packages like prepaid and postpaid plans for our prepaid and postpaid premium customers.
* After every call or during the call I use to make a note or note down the complain of the customers in CRM.
* I use to maintain the data of the customers with their queries and their numbers for track records and to follow ups of their complains

**Courtyard by Marriot,Ahmedabad, India Dec2013 to May 2014**

**Industrial Training for 5 months**

* Worked at all the major areas i.e. Front Office, Housekeeping, Food & Beverage Service, and Kitchen.

**Responsibility’s undertaken**

* Help main chef in the kitchen area
* Welcome guests on front area and accompany them towards the VIP areas
* Handle Back office work
* Make departure room for re-sell

**Out Door Catering**

* **Participated In F&B Service Department with Courtyard by Marriot hotel at Rann Of Kutch Mahotsav from 10th Dec2013 to 4th Feb 2014**
* **One day Outdoor Catering at the opening of Gift city Gandhinagar Gujarat.**
* **I have attended approx. 15 ODC in and around Ahmedabad with tie ups with the star properties, serving the VIP’s and VVIP’s.**

**1st Shivam Cargo Packers & Movers Apr-12 to Dec-2013**

**Admin Department**

1st Shivam Cargo Packers and Movers are the transportation company who shifts the household furniture and cars of the customers from one place to another no matter it is local or different states they give their services all over India.

* Use to provide quotations to the customer according to their furniture.
* I use to handle the account of material stocks.
* Use to handle on field and off field works.
* Use to supervise the loading and unloading of house hold commodities

**Various Schools Apr-2008 to Jan 2012**

**Physical Education Instructor**

Work in different types of school in their different cultures and work pressure. School like R.H. Kapadia, Trinity, Nutan high school. Respective schools have different way of teaching and etiquettes.

* I use to prepare the students of SSC for their board exams Theoretically and Practically
* I use to teach 1st to 9thSTD different kind of games and tactics to win that game.
* I use to teach them yoga and Skating.

**PERSONAL DETAILS**

Date of Birth : 14th December 1988

Sex : Male

Marital Status : Single

Nationality : Indian

Permanent Address : C 4/81 Goyal Intercity C block,

B/h Sal Hospital, Drive in rd,

Drive In, Ahmedabad, Gujarat-380054

**HOBBIES AND INTEREST**

* Internet surfing
* Watching television
* Listening to music
* Active in all kind of sports
* Travelling (Discovering New Places)

**PERSONAL COMPETENCIES**

* Ability to work in a challenging environment to set my goals
* Hard Working, Honest & self-starter who contributes well to the team

**EDUCATION QUALIFICATION:**

* **CCNA Certification Course** currently from Jetking
* **1-year Diploma in catering Science and Technology (2014)** from Asia Pacific Institute of Hotel Management, Ahmedabad
* **B.com (2014)** from H.K Commerce College.
* **HSC (2008)** Commerce Stream **44%** from R.H Kapadia New High School Ahmedabad
* **SSC (2005) with 53% External** from Maharashtra state board Pune