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Ahmedabad

GUJARAT

380063

Email address**:** [**tejasdarji0502@gmail.com**](about:blank)

###### PERSONAL DETAILS

DATE OF BIRTH: 30th Mar 1983

MARITAL STATUS: Married

GENDER: MALE

HOBBIES: Painting

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Academic qualification: ![](data:None;base64,iVBORw0KGgoAAAANSUhEUgAAAAEAAAABCAYAAAAfFcSJAAAAAXNSR0IArs4c6QAAAARzQklUCAgICHwIZIgAAAALSURBVAiZY2AAAgAABQABYlUyiAAAAABJRU5ErkJggg==)

T.Y.Bcom. from Gujarat commerce college in April 2003.

MBA from Dr. Bhimrao university with subject of Finance and Supply Chain Management in 2005.

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Other Qualification ![](data:None;base64,iVBORw0KGgoAAAANSUhEUgAAAAEAAAABCAYAAAAfFcSJAAAAAXNSR0IArs4c6QAAAARzQklUCAgICHwIZIgAAAALSURBVAiZY2AAAgAABQABYlUyiAAAAABJRU5ErkJggg==)

Computer Literacy (MS Office) course (Ahmedabad)

Trustworthy Billing, Dispute Management, and Commercial Lending with 14 years of practical experience and a dedicated work ethic.

Self-motivated to consistently provide first-class results in line with stringent targets and deadlines. Highly organised and capable of overseeing multiple projects at once..

Professional Experience

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**Vodafone India Service Pvt. Ltd.** (**UK & New Zealand Billing and**

**credit process**) June - 2012 to till date

**Job Profile: Sr.Executive/Specialist**

**Work History:**

* Working with Billing and Credit team for Enterprise and Consumer accounts.
* Leading a team of 25 team members.
* Resolve queries and disputes, related to invoicing and contracting, in an
* accurate and timely manner
* Identifying the root cause of the disputes (ordering/contracting / service
* delivery errors) and determining the appropriate corrective process to
* resolve the dispute, correcting the invoicing, and prevent re-occurrence
* Respond to, research and resolve outstanding items for assigned accounts
* Invoicing reissue(Credit Memo/Re-bills)
* Role is ever changing, with its responsibilities expanding in line with the
* needs of the business and its changing service offerings / associated tool sets
* Managed all customer billing queries , responding to over email
* Produced and processed invoices within SLA, to finalize and dispatch invoices with a high degree of accuracy.

**Dj’s Outsourcing Pvt. Ltd.** Mar - 2010 to March - 2012

**Job Profile:** Sr. Team Leader

* Lead generations for a US based electronics company ‘Green IT’.
* Compiling and maintaining data reports daily basis.
* Achieve daily targets through motivating team members, fulfilled always.
* Handled Client calls, mentioning what changes could be made for betterment of process.
* Provided feedback to the process officers at the end of the day.

**Aegis BPO Ltd. (BPL - Loop Mobile- Billing and Collection process)** Mar - 2007 to March - 2010

**Job Profile:** Executive Billing and Collection Team.

* Customer Details update using (oracle)
* Managed all customer billing queries, via email and text.
* Customer Payment query/Missing payment
* Identifying the root cause of the disputes (ordering/contracting / service delivery errors) and determining the appropriate corrective process to resolve the dispute, correcting the invoicing, and prevent re-occurrence/
* Customer Refund
* Identify root cause of late payment and provide resolution to the customers to avoid uninterrupted services and late payment charges.

Special Achievement: Received Top Performer award for consecutive six months.

**Mphasis BPO Ltd. (Airtel Prepaid Inbound)** Dec - 2005 to Mar - 2007

**Job Profile:** CSE

* Taken calls of customers.
* Barging calls, checking quality and providing feedback or training, in absence of unit manager.
* Taking escalation calls from colleagues for satisfactory end, considering customer enlighten and their queries being resolved.

Achievement: I have been awarded as Quality champ & Star Performer.

##### Languages Known

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* English, Gujarati, Hindi

**MY ASPIRATION**

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I look forward to a career that involves challenges, self-development, optimum growth and a good remuneration for better standard of living.

**TEJAS DARJI**