**Zeel Bhatt**

Project Associate

zeelbhatt98@gmail.com

9537755351

**Summary**

Willing to work with an organization where i can enhance my knowledge & learn new things with self-growth in terms of position.

Hardworking Customer Service executive driven to exceed expectations and maximize customer satisfaction. Responsible and energetic office environments. Proficient multitasked with ability to manage 100-line incoming phone system, filing or records maintenance and high-volume of business inquiries.

**Experience**

**PROJECT ASSOCIATE** | 07/2021 to Current

**Action edge Knowledge Services LLP - Ahmedabad, India**

Develop a strategy the team will use to reach its goal before the deadline.

International client communication.

Work allocation.

Provide any training that team members need.

Communicate clear instructions to team members.

Understanding team member’s basic problems with the production and resolving & motivating them.

Monitor team member’s participation to ensure the training they are being provided is being put into use and also to see if any additional coaching is needed.

Manage the flow of day-to-day operations.

Assist in the coordination and implementation of marketing strategies, and delegate tasks that achieve strategic goals.

**SR. RESEARCHER** | 03/2021 to 07/21

**Action Edge Knowledge Services LLP - Ahmedabad, India**

Responsible for conducting business research both secondary and primary research

Work closely with the IT Research teams to help Enterprise clients implement IT projects that provide high quality, actionable insights.

Manage the logistics and timeline of all projects and studies requested by our clients and produce timely deliverables

**OFFICE ASSISTANT** | 06/2018 to 04/21

**Container Corporation of India ltd - Ahmedabad, India**

Welcomed guests and clients in an upbeat and friendly manner.

Responded to telephone inquiries from clients, vendors and public.

Received incoming post and packages, distributed parcels and correspondence, and dispatched outgoing items daily.

Maintained reception area in orderly manner to provide visitors with positive first impression of company.

**CUSTOMER SUPPORT REPRESENTATIVE** | 02/2018 to 04/2018

**Asian Worldwide Services - Ahmedabad, India**

Responsible for handling customer inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.

Resolve customers' problems via mails.

Communicate with customers and generate drafts and bill as per customer guidelines.

**CUSTOMER SUPPORT EXECUTIVE** | 05/2017 to 01/2018

**Aegis Essar - Ahmedabad, India**

Enhanced customer satisfaction ratings by managing all client inquires through resolution. Enhanced customer satisfaction ratings by resolving issues efficiently.

Supervised total department call volume of 110 per day.

Resolved customer questions, issues and complaints.

Routinely prepared and evaluated CRM reports to identify problems and areas for improvement. Exceeded specific team goals and resolved issues by partnering with staff members to share and implement customer service initiatives.

**Skills**

Detail-oriented and Self-motivated.

Ability to accept changes in working condition. Accept the challenging work.

Active listening.

Customer Service.

Interpersonal skills.

Problem solving.

Time Management. Computer skills.

Good communication Client Handling

**Education**

**H.K Arts collage - Ahmedabad | Bachelor of Arts**

English Literature, 2019

**Vishwabharti High School - Ahmedabad | Certificate of Higher Education**

ARTS, 2015

**Acting, listening Music, Singing**

A Win third prize for Best Performance In Acting in Inter Zonal Competition Of Drama. Named: "Ghodiyano Vesh" A Win second prize in Drama competition Named: “AFAWA"