**KRISHNA UMESHBHAI KA PATEL**

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Career Objective:

My objective is to gain the position of a Customer Care Executive wherein my customer service skills will make a notable contribution towards the growth of the organization.

Professional strengths:

* Outstanding communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Good knowledge of Microsoft Outlook, excel Fire Fox, Power Point and Internet Explorer
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame

Educational Qualifications:

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **School/ collage** | **Board/ university** | **Score Gained** |
| **BBA- Graduate** | **HL BBA- Ahmedabad** | **Gujarat University** | **56%** |
| **HSC** | **Sheth J. H. Sonawala High School** | **GSHEB** | **84.67%** |
| **SSC** | **Sheth J. H. Sonawala High School** | **GSHEB** | **70%** |

Professional Experience:

**Organization: India Infoline Finance Ltd.**

Duration: October-2011 till date  
Designation: Customer Care Executive at Mahemdavad- Vatsalya Complex Branch

* Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc.
* Prepares daily reports on the daily activity of the branch.
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
* Develops as well as maintains the relationship with external parties.
* Responsible for proper scrutiny and recording of the complaints received from customers
* Lead Generation and Follow up of the provided lead.
* Interest reminding to the customer and cross selling of company products.
* Petty cash management and branch maintenance.

**Organization: Muthoot Finance Ltd.**  
Duration: March -2011 to Oct- 2011  
Designation: Customer Care Executive At Mahemdavad Branch.

* Served as a basic point of contact for customers with complaints, queries, request, feedbacks etc.
* Prepared daily reports on the daily activity of the branch.
* Ensured that all the request, queries and complaint of customer are responded in a timely and professional manner.
* Developed as well as maintained the relationship with external parties
* Interest reminding to the customer and cross selling of company products.

**Organization:  Skydel Infotech Private Ltd.**   
Duration: May -2010 to February- 2011  
Designation: Business Development Executive

* Online browsing and Surfing all the new computer development and designing technology in the market.
* Online bid post and follow up to the interesting parties.
* Domestic client maintenance and regular follow up.
* Recruitment of web developers and designer.
* Collection of final payments from the clients.

**Organization:  Net 4 Nuts Pvt. Ltd.**  
Duration: May -2009 to October- 2010  
Designation: Business Development Executive

* Online bid post and follow up to the interesting parties.
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
* Collection of final payments from the clients.

Areas of Interest:

* To exceed the expectations of the organization and achieve customer satisfaction.
* Petty cash management and branch maintenance.
* To contribute my customer service skills in solving complex customer problems.

reference:

**Ritesh R. Suthar**

**PH: 9974641268**

**BM, India Infoline Finance Ltd.**

**Mahemdavad Vatsalya Complex.**