

CURRICULUM VITAE

SANDIP PRAVINBHAI MEHTA

COMMUNICATION ADDRESS:-

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Gujarat (INDIA)

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ABOUT ME:-

OBJECTIVE

: To become a proud professional by applying my professional qualifications, experience and skills towards a position offering new challenges, responsibilities and providing long lasting growth with ultimate career and personal advancement.

STRENGTH

: Self motivated and can work under pressure
: Able to work independently as well as in team work
Excellent communication skills

KEY SKILLS

: Process & Operation Management, Project Management, Supervision,
: Customer Care Management and Stock Management etc.

PERSONAL DETAILS:-

DATE OF BIRTH

: 14-08-1984

GENDER

: Male

MARITAL STATUS

: Married

HOBBIES

: Music, Travelling and Surfing Internet etc.

EDUCATION:-

EDUCATION QUALIFICATION

MBA WITH OPERATION MANAGEMENT

(PURSUING - 3rd SEMESTER)

Sikkim Manipal University (SMU), Ahmadabad

August 2013 TO CONTINUE

PGDCA (Post Graduation Diploma In Computer Application)

Bhavnagar University, Bhavnagar, Gujarat

: June 2005

B. COM

Bhavnagar University, Bhavnagar, Gujarat.

September 2001 to March 2004

ELECTRONIC MECHANICS

ITI, Bhavnagar, Gujarat

August 2001 to July 2003

TOTAL WORK EXPERIENCE:-

: I HAVE TOTAL 10 YEARS WORK EXPERIENCE

EXPERIENCE DETAILS:-

COMPANY NAME	: SHAH INFRACON
NATUR OF BUSINESS	: PROJECT DEVELOPER & CORPORATE REAL ESTATE CONSULTANT
DESIGNATION	: SR.MANAGER - OPERATIONS
DURATIONS	: NOVEMBER 2013 TO MAY 2015 (1 YEAR & 7 MONTHS) 01. Monitoring Routine Office Administration Work. 02. Staff Management, Including Interview, Recruitment & Training. 03. Monitoring All Kind Of Inventory Of The Company. 04. Billing, Collections & Accounting of Consultancy Charges. 05. Managing Documentation and Government Dealings for Property Sale, Purchase or Leasing.
JOB DESCRIPTION	: 06. Managing Client, Project and Properties Related Database with All appropriate Details. 07. Managing Sales and Marketing Related Activities of Company. 08. Promotion of New Launch Project by Email, Phone or Online Site. 09. Maintain Continuous Contact With Investor, Corporate & Customers to Insure Best Service And Support. 10. Send Newly Launch Project Related Details to Selected Investor, Corporate & Customers By Email or Phone. 11. Reporting to Management Regarding Progress of Promotions, Sales & Recovery.
COMPANY NAME	: DHANVI TRACKING SOLUTIONS PVT LTD
NATUR OF BUSINESS	: GPS BASE TRACKING SOLUTIONS PROVIDER
DESIGNATION	: GENERAL MANAGER (SR. OPERATION MANAGER)
DURATIONS	: SEPTEMBER 2012 TO OCTOBER 2013 (1 YEAR & 1 MONTHS) 01. Managing GPS Business and Other Projects Operated by Company. I.e. GSRTC (WISERV), AMTS (Infotainment) & Infocity (Wi-Fi Campus). 02. Taking Care of Entire GPS Business as shown below. 03. Implementation, Operations and Management of GSRTC – Public Entertainment Systems (WISERV Project). 04. Design, Implementation and O&M of AMTS - Infotainment Project.
JOB DESCRIPTION	: 05. Implementation, Operations and Management of WIFI Project (Wi-Fi Campus) at Infocity-G'nagar. 06. Managing project related staffing, Technical Solution, Planning of Installation, Process of Maintenance and Training for all the above Projects. 07. Managing Installation, Service of Hardware & Software. 08. Monitoring Inventory of all kind of Hardware Parts, Tools and IT Products. 09. Reporting to Higher Management regarding development of projects.
COMPANY NAME	: DHANVI INFORMATICS SOLUTIONS PVT LTD
NATUR OF BUSINESS	: IT & GPS BASE TRACKING SOLUTIONS PROVIDER
DESIGNATION	: CHIEF OPERATION MANAGER
DURATIONS	: MAY 2011 TO AUGUST 2012 (1 YEAR & 3 MONTHS) 01. Handling two responsibilities of Operational Management and GPS Product. 02. Leading a Team of 40 people down the line for various verticals. 03. Deployment & implementation of all Operations and processes. 04. To ensure optimum work Output from Employees. 05. To ensure optimum utilization of company Assets, IT equipments and other Resources.
JOB DESCRIPTION	: 06. Reduce Operational and Management expenses. 07. Manage Purchase and Inventory Procedure of IT equipments and other resources. 08. Staff Recruitment, attendance, incentive, salary and Budget Management. 09. Successfully Management of Monthly, Quarterly and Annual Audits of the company. 10. Working on GMPAC (Gross Margin, Productivity @ Cost Cutting) for the Company.
COMPANY NAME	: DHANVI INFORMATICS SOLUTIONS PVT LTD
NATUR OF BUSINESS	: IT & GPS BASE TRACKING SOLUTIONS PROVIDER
DESIGNATION	: BUSINESS DEVELOPMENT MANAGER
DURATIONS	: DECEMBER 2009 TO APRIL 2011 (1 YEAR & 4 MONTHS) 01. Development and Support to Dealer & Retail Network. 02. Co-ordination between Software Developer and Sales Team or Clients. 03. Managing Service and Installation of Hardware & Software.

JOB DESCRIPTION	<ul style="list-style-type: none"> 04. Managing Customer Care (Help Line & Response. etc.) 05. Stock Management of Product and Parts (VTU, SIM Card, Video Phone and Accessory) 06. Managing Brand development, Advertisement and promotional Activities and Training Process etc. 07. Provide required reports to Company as and when required.
COMPANY NAME	: RELIANCE HR SERVICES PRIVATE LIMITED (RELIANCE WEB STORE LTD)
NATUR OF BUSINESS	: MOBILE, INTERNET & VIDEO CONFERENCING SERVICE PROVIDER
DESIGNATION	: TEAM LEADER (STORE IN CHARGE)
DURATIONS	: JANUARY 2007 TO NOVEMBER 2009 (2 YEARS & 10 MONTHS)
	<ul style="list-style-type: none"> 01. Managing 8 Customer Care and sales executives. 02. Responsible for regular Store Operations, Sales of Telecom (Post-paid, Prepaid), DTH (BigTV), Black Berry Mobile, Mobile & DTH Recharge & Mobile Bill Collection, Broadband Membership and Video Conferencing from Reliance World.
JOB DESCRIPTION	<ul style="list-style-type: none"> 03. New Offers/promotions and processes implementation. 04. Managing Outdoor Sales activities from Marketing/Sales Executive & Conducting promotional activities like road shows and local tie-ups. 05. Taking care of Audits, Staff Attendance & Rosters, expenses of the store by cost cutting, Stock Position (Re-order level) & indent for the stock as and when required.
COMPANY NAME	: ICALL INDIA LIMITED
NATUR OF BUSINESS	: CALL CENTRE OF IDEA CELLULAR'S PREPAID PROCESS
DESIGNATION	: TEAM LEADER (INBOUND PROCESS)
DURATIONS	: APRIL 2006 TO JANUARY 2007 (09 MONTHS)
	<ul style="list-style-type: none"> 01. Training and coaching to customer service agents. 02. Manage quality and satisfactory customer service to every call. 03. Monitoring Call flow of Inbound calls from Prepaid Customers 04. Answer to Premium customer & maintaining customer's satisfaction log.
JOB DESCRIPTION	<ul style="list-style-type: none"> 05. Documentation of all calls regarding Customer inquires accurately using Call Tracking System. 06. Taking care of the team with HR activities, daily presents, requisitions for the new candidates, appraisals and responsible towards the team. 07. Improving CSR's Skills through Listening critical / issued recorded conversations. 08. Review monthly publication of Effective Telephone Techniques.
COMPANY NAME	: CORETREE SOLUTIONS PVT. LTD
NATUR OF BUSINESS	: CALL CENTRE OF TATA INDICOM'S ADD-ON/VAS PACK SALES
DESIGNATION	: TEAM LEADER (OUTBOUND PROCESS)
DURATIONS	: NOVEMBER 2005 TO APRIL 2006 (5 MONTHS)
	<ul style="list-style-type: none"> 01. Respond to customer's correspondence & follow-ups to initial sales contacts. 02. Training and coaching to Tele Marketing Executive. 03. Promotion & sales of Add-On Packs of TATA through Tele calling.
JOB DESCRIPTION	<ul style="list-style-type: none"> 04. Contact to Potential Customers, businesses or private individuals by telephone in order to solicit sales for VAS service. 05. Explain services, benefits and price about VAS service. 06. Obtain customer information such as name, address, and payment mode, and order's entry into computer.
COMPANY NAME	: LAXMINARAYAN TELECOME
NATUR OF BUSINESS	: IDEA N U SHOW ROOM
DESIGNATION	: SALES & SERVICE EXECUTIVE
DURATIONS	: JANUARY 2005 TO OCTOBER 2005 (09 MONTHS)
	<ul style="list-style-type: none"> 01. Responsible for sales of prepaid & postpaid connections from show room.
JOB DESCRIPTION	<ul style="list-style-type: none"> 02. Responsible for Postpaid connection activations. 03. Responsible for provide Service to Walk-In Customers.

YOURS TRULY

SANDIP MEHTA