

CURRICULUM VITAE

Parth Shah

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CAREER OBJECTIVE

I am Honest, Ambitious and Results focused commerce student seeking an opportunity to work with a reputable firm that allow me to utilize my knowledge for company benefit that will also help to improve my career.

EDUCATION QUALIFICATION

Course	School/college	Board/University	Year of Passing	Percentage/Aggregate
B.B.A (IT)	SP Institute collage	SP University	2012	First class
H.S.C	BPHS Nadiad	GHSEB	2007	64.00%
S.S.C	BPHS Nadiad	GSEB	2005	51.00%

SKILLS

- ⌚ Strong Attention to detail
- ⌚ Typing skills
- ⌚ Efficient Problem solving skills
- ⌚ Respect Team members
- ⌚ Positive Attitude
- ⌚ Goal achieving

Worked at CreditaccessGrameen



- **Period:** CURRENTLY
- ⌚ **Job Profile:** Quality checker.

1. To handle microfinance branches Query and help it.
2. Also check All Document and process Loan.

WORK EXPERIENCE

(1) Worked at Concentrix Ltd

Period:- Over all

03/04/2012 to 30/06/2021

Job Profile: As a Executive 2' years

1. Handle customer call and provided best solution for customer issue.
2. Also perform client requirement and achieve goal.

Job Profile: As a SME 3'Years

3. Understanding team requirement and delivered best result for that and achieve goal also handle more than 25 people team for delivered good performance.
4. Work in Amazon process how to handle customer issue and guided team members.
5. Also finding new innovative idea for help customer handling.

Job Profile: Promoted Team Leader (Mar'2018 To Jun'2021)

6. Understanding client requirement and delivered best result for that and achieve goal also handle more than 25 people team for delivered good performance.
7. Very well Understanding of customer and client process and delivered good performance.
8. With the good Typing speed, completed 2700 or more than count in 8 hours and maintain a good quality.
9. Help team member to solve his/her quarries.
10. Take a part in team activity like speak on yourself and handle a team for one day.
11. Good knowledge of Ms Office.
12. Good understanding of e-commerce domain and other customer issue and solve it .
13. Adhering guidelines and respecting sensitive information.
14. Good knowledge of Excel tool.
15. Sending daily performance Email to team as well as managers.

2) Worked at SEO project

Period: 01/1/2011 to 10/02/2012

Job Profile:

16. Providing bolg written for web site ranking in different searching tools .
17. Provide daily production report to client.
18. Handle 3-4 people at that time .
19. Research on Google and Bing.
20. Analyzing Relevance of Internet

PROJECT DETAILS

- Online hotel table Booking System(OHB) (3th & 4th Year in B.B.A)
- Also currently done one Project on Concentrix Ltd for increasing customer satisfaction score.

PERSONAL DETAILS

Name	Parth Shah
Father name	Ketan bhai Shah
Gender	Male
Date of Birth	03-06-1990
Address	A/402 Prime Hill's Flat Near D-squar Flat , Collage Road Vaniyavad Nadiad-387001
Hobbies	Playing Cricket, internet Surfing, Listening music
Language Known	English, Hindi, Gujarati

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief

Parth Shah

