

**Megha Panchal**

8B, Madhav- 2, Opp. Kalupur Bank,Nr. Inductotherm Factory, Bopal Ahmedabad- 380058

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**Career Objective**

To Set High Goals & Work Hard to achieve it With Self Motivation & Positive Attitude. A responsible position, where quickly learning new technologies, influential analytical skill and proven decision-making ability shall contribute to the productivity and profitability of the organization.

**Work Experience****Cadd Centre**

**As A Sr. Counselor (Jan. 2014 to March 2015)**

- Counseling to walk ins
- Visiting Engg. Colleges to meeting with HOD of Different Departments
- Conducting Seminars in colleges
- Co-ordination with Head office
- Plan new batches for students'
- Maintaining stock of books
- Corporate training arrangements

**Epoch Research institute India pvt. Ltd**

**As Sr. Counselor (March-2013 to Dec. 2013)**

- Give counseling to walk ins.
- Counseling over the phone and register them online
- Generate walk ins for 3 branches (Ahmedabad, Bangaluru & Chennai)
- Attend inquiries from website, Shiksha.com, just dial & more..
- Update MIS on daily basis
- Conduct seminars & workshop

**Winny Immigration & Education Services Pvt. Ltd.**

**As Sr. Tele Counselor (Jun-2012 to Feb. 2013)**

- Make outbound calls
- Convince client to visit the office
- Attend web inquiries & emails
- Generate inquiries from outbound calls
- Generate inquiries from reference data
- Prepare daily appointment report, daily walk in report & efficiency report
- Give training
- Co-ordinate with marketing team

**NSI Infinium Global Pvt. Ltd.**

**As Customer Service Executive (Dec. 2011 to May 2012)**

- Attend inbound calls
- Provide information according to customer's query
- Provide status for their orders & complaints
- Take complains & resolve them
- Handling FB & Twitter Queries
- Handling complaints from all social networks

### **HDFC Bank**

#### **As Customer Service Executive (Jun 2010 to Nov. 2010)**

- Phone banking Department
- Attend Inbound calls
- Provide information related to their accounts
- Take customer's queries & solve it
- Worked in SME department (Subject Matter Expert)

### **Communication and Management Skills**

- Proven record of effectively managing multiple tasks without compromising to quality
- Ability to grasp new applications / tools
- Excellent in planning and organizing activities
- Exceptionally well organized and detail-oriented
- Self starter with a can do attitude
- Team work Goal oriented

### **Academic Qualification**

- Graduation (Commerce) from Gujarat University. 2007
- Multimedia Course from Xplora Design Skool & Krazy pixel institute

### **Accomplishment**

- Two times I have been awarded for the best employee of the month at NSI Infinium Global Pvt. Ltd.
- Received appreciation emails from two customers.

### **Personal Details**

**Date of Birth:** 13<sup>th</sup> March 1987

**Gender:** Female

**Marital Status:** Married

**Languages Known:** English, Hindi, and Gujarati

**Hobbies:** Painting, Reading, Photography

**Strengths:** Dedicated to work, Optimistic & with Positive Attitude.

I always match my words with my actions.

**Yours Truly,  
Megha Panchal**