

VISHAL P. SHETH

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Career Objective

To become a professional in the field of management (marketing) and to seek challenging assignment and responsibility, with an opportunity for growth and career advancement as successful achievements.

Education Qualification

Qualification	Institute/College/School	University/ Board	Year of Examination	Percentage/ CGPA
B.C.A	K.B.Shah Science College- Wadhvan	Saurashtra university	2012 TO 2015	First Class
HSC	Shree Sarasvati High School- Limbdì	GHSEB	2010 To 2012	First Class
SSC	Shree K.K Ghelani High School- Savarkundla	GSEB	2009 To 2010	Pass

Computer Knowledge

- Completed certificate course Bachelor of computer Application (B.C.A)
- CCC
- MS Excel
- Ms Excel Vlookup

Work Experience

CAREER HISTORY

Total work experience of more than 8 years

LIGHT MICRO FINANCE PRIVATE LTD.

Designation:BRANCH MANAGER (At:LIMBDI– Bhavnagar Zone),(1st,Aug-2020 To currently Working)

- Managing Branch Service Quality requirements in terms of TAT and Customer Service.
- Monitoring of Delinquent accounts and Branch Portfolio,
- Handling –Two Branch And Both Branch Team (12 Sales officers and 2 Par Collection Executives.) and strong field monitoring.
- Supervising all Non-Cash transactions like Pre Disbursement group Visit,GRT , LUC Meeting.



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- Handling customer query and giving better service to them.
- Resolution of customer queries/complaints like Death claims, RDs, EMIs issue etc.
- Allover Handling Customer 2600+ Branch.

ANNAPURNA FINANCE PRIVATE LTD.

Designation: BRANCH MANAGER (At: BOTAD/ GADHADA – Ahmedabad Zone), (2ND, December, 2020 To 31st, July 2021)

- Managing Branch Service Quality requirements in terms of TAT and Customer Service.
- Monitoring of Delinquent accounts and Branch Portfolio,
- Handling – Two Branch And Both Branch Team (10 Sales officers and 2 other vertical Executives.) and strong field monitoring.
- Supervising all Non-Cash transactions like Pre Disbursement group Visit
- Handling customer query and giving better service to them.
- Resolution of customer queries/complaints like Death claims, RDs, EMIs issue etc.
- Allover Handling Customer 600+ Both Branch.

FINCARE SMALL FINANCE BANK PRIVATE LTD.

Designation: Officer Rural Branch Operation manager- BM IN Charge (Ahmedabad Branch). (5th, september 2019 To 28th September 2020)

- **Job Profile:-**
- Building & maintaining good relations with the Customers.
- Managing Branch Service Quality requirements in terms of TAT and Customer Service.
- Monitoring of Delinquent accounts and Branch Portfolio,
- Handling – Branch team (5 Sales officers and 2 other vertical Executives.) and strong field monitoring.
- Resolution of customer queries/complaints Building effective relationship with other Vertical in FINCARE SMALL FINANCE BANK LTD. For Disbursements and Clients individual and group account opening, and also with Credit department for any case having query regarding
- Supervising all Non-Cash transactions like Pre Disbursement group Visit
- Handling customer query and giving better service to them. Resolution of customer queries/complaints like Death claims, RDs, EMIs issue etc.
- Having knowledge of customer service like Addition, modification and deletion of nomination, Change of permanent & communication address, addition, modification and deletion of mobile number for mobile alerts services, request for new debit card issue .
- Monthly Patty cash update and maintained
- voucher verification / Register Verification
- Daily Received cash Taily



VODAFONE IDEA PRIVATE LTD.

Designation : Sales & Retail Assistant Manager Vodafone Idea Private Limited (06th,Oct 2016 To 2nd,july 2019) (At- Sayla ,Rajkot Zone Vodafone Store)

- Managing Branch Service Quality requirements in terms of TAT and Customer Service.
- Approving local conveyance of branch staffs as per their performance and quality
- Handling customer query and giving better service to them.
- Resolution of customer queries/complaints like Network issue , Internet Issue ,Sim card issue etc.
- New postpaid connection sales.
- New prepaid connection sales with high FRC.
- Customer service Sim Replace,Sim Block etc.
- Postpaid customer Bill payment / Recovery .

VODAFONE INDIA PRIVATE LTD.

- 1 Year Experience as Customer Care Executive. Vodafone india Private Limited (Reliable First ADCON Private Limited – Ahmedabad) (5th ,January 2016 To August 2016)

SMITH ENTERPRISE OIL MIL

Designation- Customer Sales Executive

- 1.5 year Customer Sales Executive Smith Enterprise oil mil (4th , June 2014 To 29th December 2015)

Strength

- Creativity
- Communication Skills
- Believe in perfection
- Work Professional oriented , Highly Motivated.

Interests & Hobbies

- Travelling
- Learning new things
- Sharing knowledge • Playing Cricket



PERSONAL INFORMATION

Name - Vishal Pankajkumar Sheth
Date of Birth - 19 August ,1995
Gender - Male
Marital Status - Single
Nationality - Indian
Languages known - English, Hindi & Gujarati
Address - Near Marketing Yard ,Rambha Nivas , Hudko Qwater ,
Rajkot ,Rajkot Bedipara , Gujarat - 360003

REFERENCE

- Mr. Nilkanth Vadiya
ROM (Saurashtra)
Fincare Small Finance Bank Ltd. (Mo) +91 9049964004
- Mahavirsinh Parmar
Divisional Manager (Saurashtra)
Vodafone Idea Pvt Ltd. (Mo) +91 9925000476
- ◆ Kalpesh bhai Sanga
Regional Manager (Bhavnagar Zone)
Light Microfinance PVT LTD (MO) +91 9558795887

Declaration: I hereby declare that the above-mentioned information is true to the best of my knowledge.

Date:

Place:

VISHAL SHETH

