

PROFESSIONAL PRÉCIS

Respected Sir/ Ma'am,

Greetings.....!!!

I am writing to express my interest in working in your organization and have enclosed my bio data for your consideration.

Review of my credentials will confirm that I have been a consistent performer throughout. I am a self-motivated person and can prove to be a superior human being. Also I believe in taking initiatives and strive to apply my knowledge to fullest of my abilities.

With strong and dynamic skills, let me note that my professional experience and Management knowledge will make me a very spirited applicant for this position.

If your organization is looking for a trustworthy, results-oriented professional with a concrete performance track, I would be interested in speaking with you to discuss the value that my strengths and capabilities can bring to your company. I can be reached in confidence at the below telephone numbers or email address and I look forward to hearing from you.

Thank you for your time and consideration.

Respectfully,

Best Regards,

Piyush Kumar Mistri

Mo.: +91 7359075776

E-Mail: piyushmistrimgt@gmail.com

Gujarat, India

I have a very positive attitude towards life. I believe that there is no short cut to success. I try to give everything in my life the best shot. The real measure of a human being is not where he stands in times of success but where he stands in times of challenge and controversy. I would like to achieve huge success in my professional life through hard work and my talent.

My life and myself are not really limited to one thing or aspect. I love to learn new things, expanding my horizon of knowledge in every aspect. Life is so short and this world is so big. There is so much out there to learn. My mantra for life is that believe in yourself, stay focused and keep going. If you know what you are doing is not wrong than don't be afraid from doing it ever. Have faith in yourself and on God. Value your relations and people in them. Help those who need you. Give smiles and spread happiness as much you can and it will come back to you in doubles.

Professional Experience**Torrent Power Limited**

Executive: May 2023 To Present

Torrent Power is one of the leading brands in the Indian power sector. With an all-round experience in generation, transmission and distribution of power, and a proven track record of implementing large power projects, The Company distributes power to over 3.8 million customers annually in its distribution areas of Ahmedabad, Gandhinagar, Surat and Dahej SEZ and Dholera SIR (Gujarat), in Bhiwandi, Shil, Mumbra and Kalwa (Maharashtra), Agra (Uttar Pradesh) and in Union Territory of Dadra & Nagar Haveli, Daman and Diu.

➤ **Responsibilities as Customer Service:-**

- Assists customers when it comes to billing matters.
- Deliver invoices and bills and to customers.
- Checking to ensure that appropriate changes were made to resolve customers problems.
- Correct errors and discrepancies on customer billing as necessary.
- Represent enTouch in a professional and positive manner in all situations.
- Provide basic training or guidance to entry-level customer service reps.
- Perform under general guidelines, procedures and rules.

**Aarvi Encon Limited**

Deputed- SABARMATI GAS LIMITED

Executive: PNG Coordinator (May 2014 To May 2023)

Sabarmati Gas Limited has been promoted by BPCL & GSPC for developing City Gas Distribution Network in the 5 districts of North Gujarat i.e. Gandhinagar, Mehsana, Sabarkantha, Arvali & Patan. SGL is a customer centric, system driven, procedure oriented organization progressively expanding network thus enhancing volume of business, sales turnover, Profits and market penetration year after year. The objective of Sabarmati Gas Limited is to construct, Operate and Maintain natural gas distribution system to supply piped natural gas to various customer segments i.e. Industrial, domestic, and commercial and CNG.

➤ **Responsibilities as PNG Coordinator:-**

- Responded to employee issue and questions in a timely manner.
- Development & management of domestic customer network in line with business plan.
- Identifying new potential segment and developing the database of prospects.
- Creating and managing existing & potential customer database.
- Creating and managing Agreement with suppliers and customers.
- Identifying, Visit, Survey and Assess the Piped Natural Gas demand potential for City/Town/District.

- Ensuring high customer satisfaction by timely resolving customer's queries/complaints.
- Enhance & boost Brand image of the company by various advertisements, hoardings and promotions activities.
- Execute all domestic customers related activates in SAP & CRM Gui.
- To scrutiny, appraise and send monthly, quarterly & yearly MIS data, Monthly Reconciliation data, Monthly Capitalization Data, Weekly PNG Data and submit the same to Head quarter.
- Conducting Safety Awareness programs for the Domestic Customers to promote safe practices in the society and among our esteemed customers at large.
- Accountable for vigilance/Surveillance at the given range of location/district.
- Created complaints redressal system for analyzing requirement and incorporating changes for PNG segment.
- Time-to-Time Training to team member for smoothly co-ordination.
- Handled the actively & coming due payment recovery.
- Retain & generated more than ten thousand customers in allocated site.
- Under Emergency response team, Handled two cities customers database for administration communication coordination & Support & auxiliary Coordination.
- Handle the Central Domestic Billing Activity of all sites of SGL.
 - a. MRO generation for all 22 sites of SGL in every portion & Same its dump in Spot Billing server & allotation.
 - b. Identification of Higher Consumption case from Billable customers in every portion,
 - c. Survey and identifying relevant remarks of high consumption cases from site,
 - d. MRO reversal activity,
 - e. Billing Monitoring MIS preparation on various parameters of domestic billing for all sites of SGL
 - f. Daily Billing Monitoring for bills generation against MRO created

Academic Credentials

Exam	University / Board	Percentage	Year
M.B.A	Jaipur National University	50.00	2017
D.B.M (H.R.M)	Indian School of Business Mgt & Administration	83.50	2014
D.B.M	Mahatma Gandhi University	72.72	2013
M.B.A	Gujarat Technological University	7.94 CPI	2012
B.B.A	Hemchandracharya North Gujarat University	60.60	2010
H.S.C	Gujarat Secondary & Higher Secondary Education	52.14	2007
S.S.C	Gujarat Secondary & Higher Secondary Education	61.00	2005

Practical Credentials

➤ **Projects in Graduation & Masters Degree:-**

- In the part of Graduation, practically done Effectiveness of Training & Development Program in different firms and to distributed positive outcomes.
Client: Duke Plasto Techniques PVT.LTD, Palanpur-Gujarat.
Client: Vadilal Enterprise Ltd, Ahmadabad-Gujarat.
Client: Vimal Flexol Ltd, Mehsana-Gujarat.
- At the final practical credentials under master's degree; I had taken training & reverted optimistic key result area. With titled "Analyzing the Gap between Management Perception and Customer Perception with respect To the Services Offered in Retail Banking by Different Banks."

Technical Proficiency

- Operating Systems : Windows 98/xp/ 7,8.1,/Vista/Ubantoo
- Technologies : Internet Applications
- Software Packages : SAP 7.20 (Fico,SD & CRM Module) ERP & Entire edition of MS Office.

- Passed “Basic Computer Course” (BCC) & “Microsoft Digital Literacy Test” in 2013 from Industrial Training Institute- Patan, Gujarat
- “Certificate Course on Computer Concepts” (CCC) had successfully passed in 2011 at Visnagar-Gujarat.

Extra Credentials

- Received best performance as “PNG Champ” from Sabarmati Gas Ltd more than 5 times.
- Dynamically participated in various games, cultural programs, quiz, and elocution competitions and Won prizes at academic crossing.
- We have written a book on “self-confidence as a success strategy toward great life” publish in an Indian market.(ISBN CODE 9789381786963)
- Won Silver medal in Business Plan Competition that was organised by PGI-Mehsana, Gujarat under Envvisage-2012.
- Awarded for “Pratiyogita”2011 of “A State Level Summer Internship Project Competition” which was held by Gardi Vidyapith-Rajkot, Gujarat.
- Submitted Research Report on Sixth sense Technology in 2010 at PGI-Mehsana, Gujarat and got first prize.
- Attended workshop on statutory Compliances, CTC Designing & TDS which was held by Pace HR Innovative P.Ltd. Ahmadabad, Gujarat.
- Won 1st Prize in State Level Essay Competition which held by Mahatma Gandhi Labour University, Ahmadabad in 27th December 2008.
- Won First Prize in “Gujarat State Art Teachers Association” in 2004
- Awarded for “Best Scout” in 2002-2003 at “Mehsana District Bharat Scout Guide Sangh” in the School of G.D.High School.

Personal Dossier

Full Name : Piyush Kumar Manubhai Mistri
Date of Birth : 26th October, 1989
Address : Visnagar-384315.Dist.Mehsana, Gujarat .India
Linguistic Abilities : English, Hindi, Gujarati
Residence Contact : +91 7359075776
E-Mail : piyushmistrimgt@gmail.com
Blood Group : O+
Passport No : J9197669

Declaration

- I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Thanking you,

Yours in Lord

Best Regards,