



# DHAVAL TRIVEDI

Customer Service Advisor

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## WORK EXPERIENCE

More than 4 years.

## AGE

28

## ABOUT ME

I am a committed, friendly and hardworking Customer Service Advisor with a passion for providing excellent customer service at all times. In my current role, I have resolved more than 150 issues, always having the needs of the customers and the reputation of the organization at heart. I have dealt with customers' enquiries and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined



## Education

### Bachelor, Computer Application

College of computer & management Studies VADU  
North Gujarat, University Board  
Patan, Gujarat

Graduated, April 2013

Marks 56%

### HSC

Vidhyanagar High Secondary School  
GHSEB Board  
Ahmedabad, Gujarat

Completed, March 2009

Marks 51%

### IT & ESM

ITI Sarspur, Ahmedabad

Completed, August 2008

Marks 65%

### SSC

Vidhyanagar High School  
GHSEB Board  
Ahmedabad, Gujarat

Completed, , March 2006

Marks 61%



## Career Highlights

Reliable and hardworking office assistant with hands on experience in handling diverse tasks to ensure smooth office operations. Highly motivated to enhance the revenue of prospective company. Great ability to deal with adverse situations in a mature manner with an aim to resolve conflicts.

- Attention to detail.
- Conflict resolution.
- Clear communication.



## Skills

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- Management skills
- Communication skills
- Problem-solving skills
- Data Entry
- Conflict Resolution
- Positive Attitude



## Work Experience

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13th July 2020 to Present

### **Sales Support Executive.**

Biotech Industries.

2B, 3 Office, 7th Floor, Rangoli Tower, Opp - V.S.Hospital,  
Ashram Road, Ellisebridge, Ahmedabad - 380006.

- To supportive all task has been do as per given instructions by Sales Manager.
- Backend Sales Support.
- Customer service support.
- To prepared Weekly and monthly sales report.
- To hosted the virtual weekly and monthly sales meeting on Zoom office application with my sales staff.

3rd February 2020 to 31st. March 2020

### **Customer Care Executive.**

SRSGreenTechnologies.

220,Iscon Empiro Jodhpur Cross Road,  
Satellite,Ahmedabad 380015.

- Making Outbound Promotional calls to new customers.
- To Handle Incoming Calls Application relatedIssues.
- Provide for Solution against customer's queries.

10th June2019 to 31 December 2019

### **Technical Support Executive.**

Crystal Voxx Pvt.Ltd.

Law garden,Panchavati Ahmedabad.

Ahmedabad

- To provide the technical support to client as per their requirements.
- Responsible for Software User Management.
- Understanding of Client New Requirements and forward it to the software development team.

3rd,October 2017 to 8th June 2019

## Customer Care Executive

National Consumer Helpline

Shivranjani, Ahmedabad

- Solving any customer's query.
- Supporting the customer is my job.
- To query the customer's query in the Departments Ministry and customer's queries, the customer is required to do the compliance.

January 2017 – September 2017

## Tele Executive



Adani Willmar LTD.

Navrangpura, Ahmedabad

**Computer Proficiency**

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Making outgoing call to retailer & dealer for SKU 1 litter, 5 litter & 15 litter. Tina jar edible oil & making daily base call productive report to zone wise & submitted to report sales manager high authority.

- Competitive rate analysis.
- Collect the any Feedback from retailer and send by report sales manager.
- Collect the any service depreciation point and share with concern department.

October 2015 – July 2016

### Junior Executive (Datamining Operation)

Annet Technologies

Gandhinagar- Gujarat

Student's report has been prepared in the report as per client given checklist. Behind this reason unique student ID student has able to check is mark sheet or grade sheet in previous year.

- Student Information Project (SIP).
- HR & Special Education Document (SPD - Mentally disability)

- MS Office 2007 & 2010
- Word 2010
- Excel 2010
- Power Point 2010
- V-lookup
- H-lookup



## Languages

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- Gujarati
- Hindi
- English



## Personal Interests

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- Be Honest
- Captain of a Team Support
- Reading
- Travelling
- Yoga



## Personal Details

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Father's Name: Mr. Pravinbhai Trivedi  
Birthday: January 14, 1991  
Gender: Male

Marital Status: Married  
Nationality: Indian

## Declaration

I, Dhaval Trivedi, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Mr.Dhaval Trivedi

Ahmedabad, Gujarat  
February 3, 2020