

Swapnil Mehta

Team Coach | Operations | CSR

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Results-oriented Team Coach with 3+ years of experience in Customer Service Representative roles. Proven track record of driving team performance and achieving exceptional customer satisfaction ratings. Skilled in coaching and mentoring team members to enhance their skills and exceed performance targets. Strong ability to analyze data, identify areas for improvement, and implement effective strategies to optimize team productivity and customer experience. Committed to delivering outstanding results by leveraging excellent communication, leadership, and problem-solving abilities.



Work History

2022-03 -

Current

Team Coach - Operations

Ascendum KPS Pvt Limited, Ahmedabad

- Developed and facilitated training sessions on effective communication and conflict resolution, resulting in a decrease in workplace conflicts by 50% and an improvement in overall employee satisfaction scores.
- Provided leadership, guidance, and support to individuals and teams, helping them achieve goals, maximize performance, and foster a positive and collaborative work environment.
- Maintaining MoM of each briefing.
- Encouraged innovation and creativity among team members by hosting bi-weekly brainstorming sessions, resulting in a 35% increase in new product ideas.
- Conducting daily briefings with the teammates, on their challenges or the recent scenario where they're stuck. And guide them on how to tackle or overcome that scenario.
- Conducted thorough needs assessments and developed training materials for technical skills, resulting in a 50% increase in proficiency among team members.
- Conducted weekly one-on-one coaching sessions with team members, leading to an improvement in customer satisfaction ratings and on their personal ratings as well.

2020-03 -
2022-03

Customer Service Representative - Escalation Management

Ascendum KPS Pvt Limited, Ahmedabad

- Resolving Problems of that escalated cases from lower levels of support or management.
- Analyzing problems, coordinating with relevant teams, and driving resolution process to ensure timely and effective resolution.
- Acting as central point of all escalations, communicating with various stakeholders, including customers, support teams, technical teams, and management, to gather information, provide updates, and ensure alignment on escalation process.
- Prioritizing and making critical decisions based on severity and impact of escalated issues.
- Building strong relationships with customers and stakeholders, understanding their needs, managing concerns and escalations professionally and efficiently.
- Identifying trends in escalated issues, collaborating with cross-functional teams to implement process improvements, minimizing future escalations, and enhancing customer experience.
- Maintain and analyze reports and metrics to track performance, measure key indicators, identify improvement areas, and provide actionable insights to management.

2018-01 -
2018-03

Intern Engineer

Hyundai Motors, Ahmedabad

- Assisting in inventory management: Tracking parts inventory, ensuring accurate stock levels, and ordering parts as needed.
- Assisting in customer service: Responding to customer inquiries, providing information on parts availability, and assisting with selection of appropriate parts.
- Assisting in test drives: Coordinating test drives, accompanying customers during process, and addressing any questions or concerns.
- Assisting with customer inquiries: Responding to phone calls, emails, and walk-in customers, providing information about Hyundai vehicles, features, pricing, and promotions.



Achievements

Employee of the Month

- Achieved Employee of the month for the best CSR- Escalation Management for the month of August'2021.

SAE Collegiate Club of Silver Oak College – Team SparkX 2017

- Position: CAD Engineer Assist | Documentation
- Champions @ ATV 4.0 GTU Techfest
- Podium @ Mega ATV Championship 2017
- 10th Overall @ Enduro Student India 2017
- BAJA 2017: 5th Acceleration | 3rd Suspension and Traction

Sigma Institute of Technology & Engineering 2011-14

- Position: Organizer

Achievements:

- Organized and Volunteered in all Techshore events.



Accomplishments

Academic Project'2018

- Automatic Solar Sprayer for Agriculture Purpose
- Position - Team Leader
- An automatic solar sprayer for agricultural purposes is a system that utilizes solar power to operate a spraying mechanism for crop protection and irrigation. This type of sprayer is designed to reduce the manual effort required for spraying and increase efficiency in agriculture.

Design & Development of an "All-Terrain Vehicle"2017

- Position: Jr. Team Leader, Documentation Manager and CAD Head
- Designing and developing an all-terrain vehicle (ATV) requires careful consideration of various factors, including the vehicle's intended purpose, terrain conditions, performance requirements, and safety considerations.



Skills

Effective Communication



Report preparation



Problem-Solving



Organization and Time Management



Training and Development



Key performance indicators



MS Office



Software

Outlook



Upper intermediate

MS Office



Intermediate

AutoCAD



Upper intermediate



Education

- 2015-06 - **Bachelor of Engineering: Mechanical Engineering**
2018-05 Silver Oak College of Engineering & Technology - Ahmedabad, India
- 2015-09 - **AutoCAD 2015: CAD Technology**
2015-11 Khodiyar CAD Center India Private Limited - Ahmedabad, India
- 2011-09 - **Diploma of Engineering: Mechanical Engineering**
2014-05 Sigma Institute of Technology & Engineering - Vadodara, India
- 2000-05 - **Secondary School Certificate**
2011-03 New English Higher Secondary School - Himatnagar, Gujarat



Languages

- English - Proficient
- Hindi - Proficient
- Gujarati – Proficient