

MOHIT RAWAL

801 MANAS COMPLEX, SATELLITE, AHMEDABAD, 380 015

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Summary

To serve the organization with best of my abilities, utilization of the professional skills & competencies acquired by me in academic career and establish a synergy between organizational goals and my personal objectives.

Skill Highlights

- A good experience in sales activities
- A fair knowledge about the use of computers
- Effective communication skills
- Excellent customer skills

Experience

Senior executive- 06/2017 – Current

Vodafone shared services Pvt Ltd, Ahmedabad

- Respond to inquiries and queries from customers and provide a thorough and speedy resolve
- Deliver appropriate and relevant information, and when not in the position to, refers customer(s) to appropriate department
- Participate in recruiting and training of fresh customer service employees
- Investigate and respond to every inquiry and complaints from customer regarding company's product
- Ensure satisfaction of customer needs to the best possible way

Administrative Assistant- 05/2013 to 02/2017

Toupto technologies, Ahmedabad

- Establish, direct and carryout day to day administrative activity and procedures.
- Prepare and maintain the filing system of documents and data, electronically and in hard copy.
- Provide administrative and clerical support including mailing, scanning, faxing and copying to management.
- Address inquiries generated via telephone calls and by other medium and direct the calls to the concerned person.
- Resolve any administrative problems and maintain and coordinate the flow of information in the organization.
- Attend the visitors- understand their purpose of visit and guide them accordingly.
- Prepare, modify and proofread documents including reports, drafts, memos, correspondences and emails.
- Schedule and coordinate meetings, appointments and travel arrangements for managers and other staff.
- Maintain office supplies and stationeries by ordering items and maintaining the inventory.

Education

Masters of business administration: **2013-2015**

Gujarat technological university, India

GPA/%: 7.31

Bachelor of Business Administration: **2010-2013**

Saurashtra University , India

GPA/%: 65%

XII:**2010**

Gujarat board, India

GPA/%: 61.57%

X:**2008**

Gujarat board, India

GPA/%: 57.38%

IELTS

Speaking- 7

Listening- 7.5

Reading-6.5

Writing-6.5

Over all- 7 bands (CLB-8)

NOC- 1241
