

## **Career Objective**

- Deploy my Knowledge & Skills towards a progressive journey into Cxx fold along with brand affinity and contribute to organizational goals

## **CORE Expertise**

- Progressive experience in operations, customer service and process excellence in a leading telecommunication and ISP company.
- Retail store handling , Business Development, sales, Customer Relationship & Upselling
- Data analytics , Nodal & Escalation matric handling
- Core expertise in Customer Service (Consumer/Corporate/Enterprise)– Escalation management/Operations/ Automation Projects ( Both B2B & B2C roles).
- Process re-engineering
- Team management, Vendor Management
- Continuous Improvement & Change Management
- Call Centre operations, effective coordination with product stake holder to end to end customer query resolution.
- Team management & leadership
- Build efficacy in Customer service thru AI
- Lean Six Sigma , Cost arbitrage
- Regulatory Compliance

## **Achievement**

- Received award for consecutive 4 years for excellence in work and overtaking projects (Tech and Non Tech)
- Operations outsourcing @ Techmahindra Pune (Operation migration project, Team outsourcing)
- Digital Project: Self help Penetration & Revenue enhancement
- Core member of automation project of data revenue control, marketing strategies on customer delight/offers and engagement activities, Enterprise portfolio.

**Work Experience****July 2022 – Till date****PAM Technologies Pvt Ltd****Role: Manager – Operations, client support and Relationship Management**

- Relationship Management for PAN India client base
- Heading PAN India operations for GPS Tracking system
- Supply chain management
- Continuous improvement
- Escalation and conflict management
- Leading a Team of Relationship Managers aimed at service Excellence for both Consumer & Enterprise Customers

**Work Experience****January 2021 – June 2022****GTPL Hathway LTD****Role: Deputy Manager Customer service – Response & Resolutions**

- Grievance management (TRAI/DOT/NODAL) - Leading a team of 20 to 30 people
- Adherence of process and quality as per SOP
- Business process re-engineering
- Client Relationship Management

**September 2015 – November 2020****(VI) Vodafone Idea India Ltd.****Role: Assistant Manager - Customer Service****Responsibilities**

- Customer Base Interaction Analysis , Interaction/ksubs
- Key account Manager for Enterprise client
- Enterprise Help Desk (One point Solution for Enterprise high-end clients)
- Resource administration/ Data provisioning
- Ticket/Incident Management through Oracle software CRM
- End to End Process Analysis and other CS Projects.
- Ensuring TRAI Compliance with Quality
- Process re-engineering to enhance customer experience
- Customer Value proposition in terms of Best Fit offers & Revenue enhancement

**September 2010 – September 2015****Vodafone India Ltd.****Role: Senior Executive – Team Leader – Customer Service****Responsibilities**

- Query resolution of various types for Postpaid and Prepaid
- Process correction to improve circle NPS/CSAT
- Relationship Management - Arranging customer meet programs such as “Let’s Meet”, Movies,

various workshops, Meet and Greet programs , Road shows.(Specially for Gold/Platinum client)

- Cross functional collaboration
- Customer Retention & Refund process
- Budgeting in terms of Refund forecasting with Finance & Accounts

**September 2006 – September 2010**

**Vodafone India Ltd.**

**Role: Operations Executive – Customer Service**

**April 2004 – September 2006**

**Vodafone India Ltd.**

**Role: Floor manager in Vodafone store – Customer Service**

### **Projects undertaken:**

#### **Process Re-Engineering**

- **Finance Process** - Structured Welcome Letter and refund Processes- Impacting business revenue
- **Finance Project** - Analytical skill to prevent revenue leakage (Introduced Automailer activity to avoid manual tracking and daily activity)
- **Marketing Project** - Enhance self-help penetration with Revenue enhancement

### **Education**

- 3 Years of Diploma in Fashion Designing from AVPTI Govt. 1999
- Bachelor of Science from Saurashtra University in 2002 (Food & Nutrition)
- Digital marketing

### **Knowledge**

- Hands on experience on CRM System
- Soft Skills for Customer Experience from Crysallies
- Knowledge of MS Excel, Word and Power point Presentation.



