

Jinal V Prajapati

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PROFESSIONAL SUMMARY:

- Executive professional with More than 5 years of experience in Sales, Customer Service, Operations & Training Event Management Business.
- Expert in increasing operation efficiency & incising Top line cash flow.
- Team Building, Leadership and People Management Qualities.
- Adapting expertise with the changing environment.
- Ability of analyzing problems and developing solutions.
- Efficient to build a good relationship with key Decision maker
- Ability to execute ideas effectively.
- Persistent and supportive attitude.

PROFESSIONAL EXPERIENCE:

Alois Solution

Feb'23 – Present

Technical Recruiter

- Worked on requirements from technical architects to the customer service position.
- Mainly worked on IT requirements and also had a hand on experience working with functional requirements.
- Identified the resume that matches the client requirements, through ceipal dashboard, job portals, vendors, contacts, database, third parties and posting the requirements on the web sites.
- Extensively used Boolean search/ key-string search in order to find the best match decreasing the response time as per the client demand.
- Interviewed the candidates in regarding their experience, technical skills, communications skills, availability for project, salary (hourly/ annual) negotiations, to achieve equilibrium between rate quoted by consultant and rate offered by the client.
- Practiced keen attention to detail and character judgment to pre-screen candidates before sending them to interviews.
- Often coordinated with hiring managers to define their needs and timelines.
- Used creative sourcing strategies to identify qualified candidates to present to the clients determined qualifications of candidates through an interview like communication before sending to the hiring manager.

IMS Group

May'22 – Feb'23

US Recruiter

- Achieves staffing objectives by recruiting and evaluating job candidates; advising managers; and managing relocations and intern program.
- Establishes recruiting requirements by studying organization plans and objectives and meeting with managers to discuss needs.
- Builds applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, media, and internet sites; providing organization information, opportunities, and benefits; making presentations; and maintaining rapport.
- Determines applicant requirements by studying job description and job qualifications.
- Attracts applicants by placing job advertisements, contacting recruiters, and using newsgroups and job sites.
- Determines applicant qualifications by interviewing applicants, analyzing responses, verifying references,

and comparing qualifications to job requirements.

- Arranges management interviews by coordinating schedules; arranging travel, lodging, and meals; escorting applicant to interviews; and arranging community tours.
- Evaluates applicants by discussing job requirements and applicant qualifications with managers and interviewing applicants on a consistent set of qualifications.
- Manages new employee relocation by determining new employee requirements, negotiating with movers, arranging temporary housing, and providing community introductions.
- Improves organization attractiveness by recommending new policies and practices; monitoring job offers and compensation practices; and emphasizing benefits and perks.
- Manages intern program by conducting orientations; scheduling rotations and assignments; monitoring intern job contributions; coaching interns; and advising managers on training and coaching.
- Avoids legal challenges by understanding current legislation, enforcing regulations with managers, recommending new procedures, and conducting training.
- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- Accomplishes human resources and organization mission by completing related results as needed.

Sharmira Services

Nov'21 – May'22

Sales Coordinator

- Deal with the client about their issue with the Corporate Event, Media Planning, Corporate Conference, Wedding planner, Club activities, Society activities, & All financial product
- Train new team members with operation and real time customer support with target NPS, Sales and Quality
- Provide them service within given time slot with company norms
- Maintain NPS score with the sales target of Contract and help them to choose better deal based in Indian market
- Take daily feedback of from the customer in the market and up to date with the Team
- Flexibility for any shift as 24x7 service
- Take follow up for the previous request done with the customer and update the customer
- Transparent in the Process and cost management

Winnay Immigration and Education Services Pvt. Ltd.

Jan'20 - Dec'20

Tele-Counselor

- Achieving given sales target for the month of different products like Immigrants, VISA leads
- Planning on daily productivity, working on the same for achieving targets.
- Providing best in class option for the customer bases in the Market
- Maintain basic hygiene of customer interaction and ensure every interaction captured in CRM.
- Maintaining documentation hygiene as per company norms and regulatory compliance
- Maintaining sales MIS and updating to manager for better working on targets
- Good Understanding of Immigration rules of Australia, Canada

Keshar Telecom

Aug'17 - Jan'20

Sales Representative

- Setting sales goals and developing sales strategies.
- Researching prospects and generating leads.
- Contacting potential and existing customers on the phone, by email, and in person.
- Handling customer questions, inquiries, and complaints.
- Preparing and sending quotes and proposals.

- Managing the sales process through specific software programs.
- Building and maintaining a CRM database.
- Meeting daily, weekly, and monthly sales targets.

EDUCATIONAL QUALIFICATION:

- Completed B. Com Gujarat Arts & Commerce College, Ahmedabad
- Completed H.S.C Adani Vidhya Mandir, Ahmedabad
- Completed SSC Adani Vidhya Mandir, Ahmedabad

KEY I.T. SKILLS:

- MS Office, CRM
- Certified in Tally-9 and CCC including GST

PERSONAL DETAILS:

Date of Birth : 5th June'1999.

Gender : Female

Status : Married
Language Known: English, Hindi, Gujarati

Place: Ahmedabad
Regards,
Jinal Prajapati