



SIMI PANICKER

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📍 Ahmedabad, Gujarat, India

SUMMARY

A remarkable professional with a proven experience of over 8 years in multiple areas. Diligent Assistant Manager dedicated to inspiring employees, creating happy customers, and maintaining operational efficiencies. Enjoys discovering methods designed to improve workflow and generate additional revenue. Proven record of awarded recognition for building high-performance teams and ensuring consistent top performance.

Dedicated with an unwavering commitment to the ability to build productive relationships, resolve complex issues and win customer loyalty. Strategic relationship and partnership-building skills, listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.

SKILLS

Critical Thinking

Evaluation Skills

Time Management

Result Oriented

Presentation

Research & Development

Team Work

Training

Accountability

People Management

Delegation

People Leadership

Customer Service

Team Management

Strategic Thinker

International Operations

EXPERIENCE

Assistant Manager

Vodafone (_VOIS), Ahmedabad, Gujarat | Feb 2021 to Present

A.Team Leader

Vodafone (_VOIS), Ahmedabad, Gujarat | Sep 2020 to Jan 2021

Senior Executive

Vodafone (_VOIS), Ahmedabad, Gujarat | May 2016 to Aug 2020

- Handled all employee scheduling to ensure adequate, cost-efficient shift staffing.
- Improved customer satisfaction and experience through considered coordination with colleagues, enhancing overall care and service.
- Reduced process lags by effectively managing associates to ensure optimal productivity.
- Supported senior leadership by accurately reporting monthly and annual performance and staff efficiency metrics.
- Coordinated with team members to initiate targeted strategies to achieve metrics and profit goals.
- Worked with drive and determination to consistently exceed targets, leading by example to motivate high-achieving teams.
- Proactively identified and solved complex strategy problems, positively impacting business direction.
- Monitored team performance and developed improvement plans.

ACCOMPLISHMENTS

- Developed and Implemented a knowledge base for employees making their duty more streamlined resulting in quick assistance while handling customers.
- Created feedback forms for Team leaders to provide and document hassle-free feedback for team members.
- Designed, Developed, and Implemented new methodologies to provide feedback.
- Designed rewards and recognition programs and implemented successfully leading to a better NPS in the next quarter.

TOOL SKILLS

| | | |
|----------------------------|--------|-----|
| HTML | FIGMA | |
| Powerpoint | Excel | |
| Java | CSS/C# | |
| Word | Canva | CRM |
| ASP.Net | iOS | |
| Learning Management System | | |

LANGUAGES

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|-----------|----------|
| English | Hindi |
| Malayalam | Gujarati |

Sr. Customer Care Representative

Motif India Infotech, Gujarat | May 2014 to Mar 2016

- Provided service to customers via chat and email in 2 different LOBs.
- Responded to all inquiries within 24 hours.
- Successfully reorganized escalation protocol.
- Handling escalated and unresolved emails and chats from less experienced representatives.
- Providing input into hiring decisions and performance appraisals.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

EDUCATION

Master of Science in Information Technology - 2013
Bachelor of Science in Information Technology - 2011

CERTIFICATION

- iPhone Operating System - iOS Development
- Mastering Lean Six Sigma for Process Improvement.
- Certified GROW coach for coaching the employees.