

Curriculum Vitae

Devarshi Chetan Brahmbhatt
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Carrier Summery

- To be Mentor in an environment where I can grow and enhance my career and get opportunities to apply the best of my knowledge and potential. I look forward to a challenging career with the potential for growth and job satisfaction.

Resume Summery

- Having the ability of data analysis, mention data, and manage employee performances, create new ideas for competition, and developed new MIS which can be helpful to process.

Skill Areas

- Back Office Operations
- Presentations
- Data Management & Analysis

Computer Skill

- **Database/Statistics:** Microsoft Access.
- **Presentation:** Microsoft PowerPoint.
- **Spreadsheet:** Microsoft Excel. (Vlookup, hlookup, Countif, Index, Index Match, Reverse lookup, Pivot, Conditional formatting, Filtering data Etc.)
- **Word Processing:** Microsoft Word.
- **Business Skill :** Data mining, MIS & Reporting, Master data management, Data analysis, citix, ERP, SAP.

Work Experience

Airtel Call Center. (1 Year Experience)

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.

- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.

Kotak Mahindra Bank as a financial Advisor. (2 Year Experience)

- Talking to clients to determine their expenses, income, insurance coverage, financial objectives, tax status, risk tolerance, or other information needed to develop a financial plan.
- Answering client questions about financial plans and strategies and giving financial advice.
- Advising strategies for clients in insurance coverage, investment planning, cash management and other areas to help them reach financial objectives.
- Reviewing client accounts and plans on a regular basis to understand if life or economic changes, situational concerns, or financial performance necessitate changes in their plan.
- Analyzing financial data received from clients to develop strategies for meeting clients' financial goals.
- Preparing or interpreting financial document summaries, investment performance reports and income projections for clients.
- Implementing financial plans or referring clients to professionals who can help them.
- Managing and updating client portfolios
- Contacting clients regularly to discover changes in their financial status.
- Building and maintaining your client base.

1.6 Year experience in HDB Financial Services.

6 Month experience in AOS System.

M/S. Dimple D. Shah. (5 Years)

Working as a Team Leader

- Handling all job Work as a Data Operator along with Online and offline Work.
- Preparing MIS of all works and employees of the organization on daily bases. □ Training to Team Members at Offline Work and Online work also.
- Maintaining the MIS of Attendance and Leaves of Employees of Organization.

Key Responsibility

- Handled BPO MIS of all project and also of MIS Team employees.
- Day-to-Day Analysis of MIS Reports.
- Preparing Project Wise Daily performance report
- Preparing MIS Reports on Daily, Weekly, Monthly & Quarterly basis.
- Coordinating with Our Client Office regarding the report & Data.
- Co-ordination between Escalation desk employees and Client.
- Resolve query of Escalation desk employees & guide.

Education

- B.A Graduate from Gujarat University in the year 2012.
- Passed 12th from Gujarat Board in the year of 2006.
- Passed 10th from Gujarat Board in year of 2004.

Personal Details.

Date of Birth: 20 Nov, 1988.

Language skill: English, Hindi, and Gujarati

