

## Hitesh Lalwani

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### Experience

July, 2015 - Now

**Sr. Executive**  
(Vodafone Shared Services Pvt. Ltd.)

Responsibilities Included:

- Convert enquiries of customers on chat for products to sale
- Provide technical support
- Helping customer with basic queries for their account

Sep, 2013 - July, 2015

**Sr. Customer Care Executive**  
(Motif India Infotech Pvt. Ltd.)

Responsibilities Included:

- Investigation of disputes between buyers and sellers
- Mediation of disputes within sellers and buyers
- Giving resolution to disputes
- Helping customers with buying and selling related queries on eBay

Aug, 2012 - July, 2015

**Research Analyst**  
(ArcGate, Udaipur)

Responsibilities Included:

- Back-end research for website
- To check and analyze authenticity of data uploaded
- To upload the data on website after all checks
- Updating database with new products and services
- Converting chat to sales subscription for services we offer

## Education

2008 - 2012	<b>Bachelor of Technology - Computer Science and Engineering</b> (Mewar College of Engineering, Rajasthan Technical University)
2007 - 2008	<b>Sr. Secondary (Central Board of Secondary Education)</b> (Lawrence And Mayo Public School, Ajmer)
2005 - 2006	<b>Secondary (Rajasthan Board of Secondary Education)</b> (Central Academy Sr. Secondary School, Ajmer)

## Volunteer

2011	Volunteer of "Xperia-2K11" organized by Mewar University, Chittorgarh.
2014	Worked as a Floor Trainer for eBay Inc disputes team for new hire batch.

## Skills

- Computer knowledge (MS-Word, MS-Excel, MS-Powerpoint, Adobe Photoshop, Adobe Pagemaker)
- Ability to Multitask
- Conflict Resolution
- Soft Skills

## Interests

- Photography
- Listening to music
- Travelling
- Playing Cricket, Volley ball, Table tennis
- Watching Sci-Fi Movies
- Explore technical gadgets
- Reading Technical Magazines