

Name : Sagar V Gopalani
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Objectives

To pursue a challenging and growing career with an innovative environment where I can enhance my skills and can give my best to fulfill the goals of the company and prove my abilities.

Personal Details

- Father Name : Vijay D Gopalani
- Date of Birth : 29th December, 1992
- Gender : Male
- Marital Status : Unmarried
- Languages Known : English, Gujarati and Hindi
- Nationality : Indian
- Hobbies : Playing Cricket, Travelling and Listening Music
- Permanent Address : B-11, Shivani Apartments, Nr Azad Society, Ambawadi, Ahmedabad – 380015.

Education & Qualifications

Year	Degree	Board/ University
2013	B.Com (T.Y)	Gujarat University
2012	B.Com (S.Y)	Gujarat University
2011	B.Com (F.Y)	Gujarat University
2010	H.S.C	GSHSE Board
2008	S.SC	GSHSE Board

Professional Experience

1	Organization	Kotak Securities Limited
2	Designation	Assistant Manager(Quality Auditor)
3	Duration	2 Years & 2 Months

Experience Summary

1) Company Name : Kotak Securities Ltd.

Job Profile : Online – Quality Auditor- Back Office Executive

Work Profile :

- Auditing Inbound and Outbound calls/e-mails and escalations and providing appropriate feedback on errors identified during the calls or emails to improve Quality.
- Conducting Training and Calibration for new OJT CSE's and to explain the quality parameters.
- Providing value added services and resolving customer's queries/issues within specified time frames and to satisfy the customer.
- Taking ownership of complaint and queries and proactively following through to resolution.

Achievements:-

- Certified on the training on “Customer Delight” by Dale Carnegie.

Computer Literacy

- Knowledge of MS Office
- Basic Knowledge of Computer

Sagar Gopalani