



## PRIYANK MODI

### CONTACT:

#### PHONE:

+91 75678 60267

#### EMAIL:

[pmodi2207@gmail.com](mailto:pmodi2207@gmail.com)

#### LinkedIn :

<https://www.linkedin.com/in/ashish-thakur-4b31415b>

## PROFILE

Accomplished Customer Service Operations and Telecom Operations Professional **with 13+ years of experience** in providing service and support to client and organization have led to significant growth.

## PROFESSIONAL CAREER

### **Vodafone India Service Pvt. Ltd. – Assistant Manager - Since Sept 2019.**

#### Key Responsibilities

- I am maintaining all the Transaction Data and Reports on the daily basis which needs to be shared with control and Quality team
- Expertise with Enterprise and Consumer customer accounts.
- Allocating work to other associate in the team & maintaining a track of SLA (Service Level) for the same
- Preparing MIS reports as and when required by management.
- Active support to process by performing transactions when there is a spike in volume
- Internal Quality Check for the transactions which are actioned by the team members to ensure error free process
- Receive updates from clients and Stakeholders through VC (Video Calling) and cascade updates in the team
- Primarily responsible in the team to handle any types of escalations from client
- Imparting training to the newly joined team members and take them through the entire business.
- Understanding the BRD (Billing Requirement Document) as per the Master Service Agreement (MSA).
- Focusing on the FMEA, (which includes Severity, Occurrence and Detection of problem occurrence is well in place).

### Key Responsibilities

- Processing orders and hardware requests in mobile operations.
- Key role for migration of billing operations from New Zealand.
- Analytical ability to identify root cause and implement process improvement initiatives.
- Being part of team calls and training to ensure smooth migration of the process
- Managing day to day operation to deliver timely and accurate outcome within process.
- Review all account reconciliations, provide commentary, investigate and resolve reconciling items.

### Milestones:

- Improved AFMR (Average First Manual Response) for SIM swap – AFMR time was 16+ hours which was brought down to 5 hours.
- Improved team quality average through effective root cause analysis from 90% to 98% in a span of 2 months.
- Process Simplification -- suggestion of “Effective templates”.
- Risk minimization with robust check mechanism.

### **Vodafone India Service Pvt. Ltd.- Team Leader (Domestic Operations) as Sr. Executive\_ Aug 2015 to Sep 2019**

- Manage the operations (CXX, Quality and Reports).
- Lead and motivate the team (Fun Friday Activities).
- Manage performance.
- Solve challenges and bringing new ideas.
- Care for the health, safety and welfare of your people.
- Handling Customer complaints & escalations. Responsible for the timely resolution of customer concerns by responding with prompt, courteous, and accurate information to all inquiries

## **Vodafone India Service Pvt. Ltd.- Back End Executive (UK)\_ Feb 2011 to Aug 2015.**

### Key Responsibilities

- CXX was primary Focus through effective quality and operation matrix.
- Reduce response time for improving Customer Experience.
- Process simplification and efficiency gain.
- Maintaining and allotting Tasks/ Activities to the members who all work on the same process and keep a tracker sheet
- Giving Discounts to partner employees and companies of the organization
- Barring services of the customers for overdue payment & for Absconded Customers to stop revenue loss to the company
- Processing all requests through "CITRIX" – The Telecom Software

## **Phones 4 U - Store Executive\_ MAR 2008 to JAN 2011**

### Key Responsibilities

- To manage store performance (Sales & Accounts).
- To develop Sales Leads, Assist Mentors and Team Members to achieve their individual performance goals.
- To assist Account manager for sales activities of an assigned program or campaign by performing the following duties.
- Driving quality as a target for the process.
- Manage KPIs (CSAT, Abandon ratio, Conversion etc.) .
- Manage escalation.

## **EDUCATION , CERTIFICATION & TRAINING**

- **PGDBM in Business Management from London Business School (U.K, London).**
- **B.Com, Sahjanand college, Ahmedabad.**
- **12th (HSC) from Ankur school, Ahmedabad.**
- **10th (SSC) G.S.E.B (Gujarat Secondary Education Board) from Ankur school, Ahmedabad.**

## TECHNICAL ACQUAINTANCE

- Certification in ITIL & Scrum Master.
- Agile Training
- Six Sigma (Yellow Belt)
- Contract Management
- Project Management
- Leadership Essentials

## PERSONAL DETAILS

**Present Address: M-54, Satellite Park, B/H Star India Bazaar,  
Jodhpur Cross Road, Ahmedabad 380015**

**Date of Birth: 22-July-1985**

**Marital Status: Married**

**Nationality: Indian**

**Language known - English – Hindi – Gujarati**

**Hobbies: Cooking, Reading, Playing Sports.**

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**Thank you for your time in reading this CV**