

## PARTH JAYSWAL

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Married

D.O.B: 20<sup>TH</sup> June, 1991

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### Objective:

To work for an organization which provide me the opportunity to improve my skills and knowledge to Growth along with the Organization Objective.

### Skills:

Self-Motivation Adaptability, Time Management, Leadership

### Strengths:

Analytical, Loyalty, Punctuality, Personal Management, Quick Learner, Stress Tolerance

### Education:

- M.Sc (Forensic Science), School of Science, Gujarat University, Ahmedabad(First Class) 2011- 2013
- B.SC (Physics), C.U.Shah Science College, Ahmedabad (Second Class) 2008- 2011

### Professional Experience:

#### WEST – COAST Pharmaceutical Works LTD., Ahmedabad

09/2020 to Present

##### Export Assistant

- Execute company's business development plan in European Countries.
- Co-ordination with Back office support about product selected by Clients. Get regulatory guidelines of the concerned country via various regulatory staff.
- Taking care of samples and necessary documents required for registration
- Study of Export data and find new possibilities of Business. (New country, Products scope)
- Timely follow up with the customers by mail, call, looking for more business volume
- Prepared daily activity report
- Lead Generation, Price negotiation, Prepare costing for Different Products of company.

#### Tele Performance Pvt Ltd, Ahmedabad

02/2020 – 05/2020

##### Digital Relationship Manager – Prime (Axis Bank) (Covid 19, Lost Job)

- Follow the market trends & development to increase the bank business in established & developing market.
- Well versed with Equity market & Providing suggestion for different types of shares/Units.
- Responsible for achieving the Set target of revenue from mapped customer.
- Providing premium customer service.
- Responsible for maintaining fruitful relationship to Prime Customer.
- Responsible for Saling Retail Liabilities.
- Providing services through phone, E – mail, mobile application, internet banking.
- Well versed with Banking products like FD/RD, Credit cards, different types of loans, mutual funds, Life Insurance, General insurance, Demat Account

#### E Team Info services, Ahmedabad

04/2019 – 09/2019

##### Sr. Customer Relationship Executive (For USA)

- Responsible for managing a team of 5-10 employee
- Assist the Recruitment consultant in Understanding of Job description
- Giving explanation for Different types of Visa related to job (As per client requirement)
- Performing with little supervision.

**IMS People Private Limited, Ahmedabad**

**04/2018 – 02/2019**

**Recruitment Consultant (For USA)**

- Sourced, Identified and Qualified candidates based on the Job Description assigned by Account Manager.
- Understanding the clients requirements, coordinating for short listing and screening including preliminary interview of the candidates.
- Performing phone calls to candidates who are matching up the skill sets based on requirement.
- Well versed with all visa categories such as (H1B, EAD, GC & USC, TN Visa).
- Well versed with US Tax terms Like W2, Corp to Corp and 1099.
- Recruited Software professionals on Contract, Contract to hire and Full time positions.
- Developed, Monitored, maintained resource database for immediate, future manpower requirements.
- Well versed with sourcing techniques like Boolean search, mass mailing Job description to Vendors, searching through internal database and referrals.
- Placed candidates in temporary and permanent positions as well as coordinate with Account Managers.
- Specialize in hiring recent graduates or entry-level candidates for IT, Non- IT, Financial, engineering and Healthcare firms.
- ATS: Jobdeeva, Bullhorn
- Job Boards: Monster, Dice, Indeed, LinkedIn

**Tech Mahindra BSG Services, Ahmedabad**

**10/2016 – 12/2017**

**CSA - Customer Support Associate**

- Handling Online Query of Data for Reliance Jio.
- Hands on experience On CRM Software.
- Online Raise the Service Request for Poor Network.
- Directly working with Service Requests Closing team (SR Closing).
- Responsible for the Floor Management.
- Operated inbound & outbound calls. ( Average 110 – 120 Calls per day)
- Good command on maintain in AHT (Average Handling Time) & TNPS (Total Net Promotor Score).
- Raise the Service Requests and Give Solutions by discussion with Technical team.
- Suggest the Operation process of Settings for Various Mobile Company Models (LTE & VOLTE)

**LIC of India, Ahmedabad**

**06/2010 – 06/2014**

**Insurance Advisor**

I hereby declare that all the above mentioned information are true.

**Parth Jayswal**