

Curriculum - Vitae

Personal Details:

- Name : Harsh Rohitbhai Polekar
- Date of Birth : 2nd Aug, 1997
- Father's Name : Rohitbhai Polekar
- Marital Status : Unmarried
- Religion : Hindu
- Nationality : Indian
- Language known : Hindi, Gujarati & English
- Hobbies : Hanging out with friends, Outdoor games & Dance

Contact Detail :

- Address : D/316, Akshardham Heights, Nr. Reliance Petrol pump
SP ring road Vastral, Ahmadabad Gujarat - 382418
- Email Address : harshpolekar01@gmail.com
- Contact No. : +91 7048814054/ +91 6351406652

PERSONAL ATTRIBUTES

- Punctual, hardworking, honest and committed to get the work done.
- Realize important goals and achieve it with maximum effort.
- Responsive and show positive attitude toward individuals.
- Quick learner and easily adapted to any environment.
- Able to work independently or as a part of a team member.
- Strong communication and interpersonal skills.

CAREER OBJECTIVES

Eager to serve an organization effectively and efficiently by utilizing my potential to maximum limit. Sincerity and perseverance are integral part of my character, couple with a sound intellect and aptitude. Ready to undergo any kind of training and transformation to enhance professional skills. To utilize my technical and communicating skills maximally and to strive for the growth of the organization and there by enhancing my abilities.

Educational Qualifications:

Degree	University	Year	Percentage/ Grade
B.COM	Guj.Uni	2017	63%
H.S.C	G.H.S.E.B	2014	60%
S.S.C	G.S.E.B	2012	50%

Experience:

1. T-Tec India Pvt. Ltd. : 15th March 2019 to 31th Aug 2020

I had been working in T-tech India Pvt. LTD. As a ' Customer Care Representative' since March 2019 to Sep 2020,

I was in Air bnb process in FMQ department where my role was to match booked passengers valid id for booking confirmation and International cold calling.

2. Starkk Industries: 07th Sep 2020 to 31th Jan 2022

I had been working in Starkk Industries Sep 2020 – Jan 2022 . as a ' Customer Care Representative' since Sep 2020 to Jan 2022, My role is, I was receiving the queries calls via telephones, Email, Chat, to solve queries at online portal than deal with client with Industries manufactures and supplies like Oil Coolers , Industrial Heat Exchanges, Shell and Tube Condenser , Industrial Chillers , InterCollers, AfterCollers and Many more.

Working as a 'Customer Care Representative'

Arrange a meeting schedule

Lead generation

Cold calling and follow up

3. Shukla Information Solutions Pvt Ltd : 14th Feb 2022 Till Today

I have been working at Shukla Information Solutions since Feb 2022 Till Today and My role is Shukla Providing manyl receiving calls from US healthcare insurance ompany Existing customers regarding medical records , billing records , Call to US provider office for eligibility of verification,authoration of patient visit of clinic , Managing proper data of customer to maintain at CRM (Customer Relationship Management) Sheet.

Working as 'Customer CareRepresentative'

Support customer in solving queries through phone/email/chat.

Obtain details of complaints and provide solutions.

Keep records of customer interaction and transactions.

Refer unresolved customer grievances by escalations.

Skills

1. Problem Solving
2. Critical Thinking
3. Organizational
4. Flexibility
5. Communication