

# Curriculum vitae

## **Mehulkumar Patel**

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To work in a growing organization which includes new technologies. Planning to work passionately in a company where I can use my development skills and can contribute to achieve business goals. Reasonably expecting a professional growth by securing a long-term career in "developing and managing the business" after learning and adapting the working patterns.

## **Skills:**

Data Management	Team Management
Quality Checking	Team Leadership & Training

## **Experience:**

### **Inverse BPO – K Raheja, Gandhinagar**

Worked as a verification officer, later was promoted to Mentor followed by Team coach.

**(January 2013 to May 2014)**

- **Verification officer** – I was responsible for verifying details of the students applying for further education (Online/Offline)
- **Mentor** – I was responsible for making sure the NHT's(Nesting phase) were provided with proper guidance and help to disseminate accurate information to the students who wanted to pursue further education(Online/Offline)
- **Team Coach** - I handled a team of 30 professional's and was responsible to verify the sales submitted by them and forward it to the client for approval.

### **Tech Mahindra (Reliance Jio Process) – S.G. Highway, Ahmedabad, Gujarat**

Worked as a Customer service executive, later was promoted to Team leader.

**(November 2016 to September 2020)**

**Customer service executive** – I was responsible to handle inbound calls /queries / complaint for the customer base of Reliance Jio.

**Team lead** –Worked as a Team Leader. Responsible to regularly coach and train agents to upskill their skills and making sure everyone meets the KPI's (AHT, CSAT, Net login hours, CE Score)

Also make sure to meet personal targets which included AHT, CSAT, Managing escalation login hours, Shrinkage, Attrition, QA score, Daily audits, Productivity, Hold time adherence, Schedule adherence & HC management)

**Reliance Jio** – Remote (Head office located in Mumbai)

**Team Leader/Assistant Manager** – RJIL Process

**(September 2020 to till date)**

Worked as a Team Leader and was later promoted to Assistant Manager.

**Team Leader (Team size: 18-20)** - Worked as a Team Leader. Responsible to regularly coach and train agents to upskill their skills and making sure everyone meets the KPI's (AHT, CSAT, Net login hours, CE Score)

Also make sure to meet personal targets which included AHT, CSAT, Managing escalation login hours, Shrinkage, Attrition, QA score, Daily audits, Productivity, Hold time adherence, Schedule adherence & HC management)

**Assistant Manager** – Worked as an Assistant Manager. Responsible for the performance of a team of 120+ agents. Co-ordinated with a team of 6 Team leader 1 QA and 1 Trainer for making sure the operations run smoothly.

**Core roles and Responsibilities:**

- **Making sure that the shortfall of the headcount is managed wisely and have a proper co-ordination with HR regarding the Recruiting process from onboarding till Training certification.**
- **Handled the Nesting phase of the NHT's for making sure that they are equipped with optimum knowledge to hit the production floor.**
- **Regular visits to the NHT's for setting expectations.**
- **Regularly coach the Team leader to make sure he/she is aligned with the coaching process.**
- **Regularly coach the Team leader on the targets which are not meeting the expectations.**
- **Publish fortnight EWS RAG report.**
- **Publish day-1 reports to the entire floor to ensure the performance is monitored.**
- **Publish the basic hygiene reports – CSAT, AHT, QA Scores, and Attendance ++ make rankings for generating internal competition.**
- **Publish occupancy report to check productivity of all agents.**
- **Have bi-hourly huddle with the Team leaders for regular performance update. Discussing performance data with Team Lead with RCA and RCF to value add in business growth.**
- **Publish the BQ reports to the team leads to understand the AOI.**
- **Schedule training for the agents who fall under BQ**
- **Schedule process trainings for the new updates.**
- **Have daily briefing with the agents individually for making sure that everyone is aligned and on the same page.**

## **Projects:**

- Worked on the project of repeat caller in contact center with same query & complaints. Reduced the % of the high repeat caller in contact center by addressing the RCA-RCF.
- Worked on the project of 5G readiness before launching and between the launching and after launching challenging parameters and have proper 5G launch by the Jio in Gujarat state.
- Worked as new pilot project to build up new level of contact center and coordinating with the ground level team to mitigate customer expectation.

## **Computer Skill:**

- MS office
- MS excel
- MS word
- Power Point
- Tally Accounting Software

## **Academic Qualifications**

**S.S.C-** 2005

GSEB

**H.S.C-** 2017

GSHEB

**B.A-** 2010

Gujarat University

## **Declaration**

I hereby declare that the above-mentioned information is correct to the best of my knowledge and bear responsibility for the correctness of the above-mentioned particular ready to work under any shift or situation, and being time-bound as per the requirement.