

# Ayushi Thakor

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## Summary

Reliable Customer Service Executive talented at sustaining lasting client relationships. Dedicated to boost company's success through attention to detail and drive for excellence. Proven ability to raise customer satisfaction rates by improving internal processes.

Motivated eager to improve and streamline service procedures to maximise team efficiency and customer satisfaction. Specialised in quality, speed and performance improvements.

## Experience

**CUSTOMER SERVICE EXECUTIVE** | 02/2023 - Current

**Innovative Gifts LLP - Ahmedabad , India**

I handle Online Sales, working with India Mart with Online Sector , Handling inquiries through mails, Calls .

- Followed company regulations, policies and processes.

**COMPUTER OPERATOR** | 06/2017 - 08/2018

**Vodafone - Ahmedabad , India**

- Responsibilities for daily request from various Vodafone Circles.
- Clearing vendor data on system & additional support & Stakeholders.
- Modifying data & updates as per the circle requirement.
- Communicating with the circle team as per the requirement.
- Data analysis & update for GST Applications.
- Data analysis is while migrating data for GST Implication.

Knowledge for SAP Portal

**ADMIN EXECUTIVE** | 05/2015 - 05/2017

**Green House Farmers Association - Ahmedabad , India**

- It was the Company for Gujarati Magazine for all over World for Farmers.
- Was keeping all records for magazine.
- Excel Entry, Mails, Gujarati Typing , Calling Many more .

**ADMINISTRATIVE ASSISTANT** | 11/2013 - 04/2015

**Cityline - Ahmedabad , India**

- Local Newspaper Company At Bopal Ahmedabad.
- Entry Work was done
- All Sale & Purchase was handled by me.
- Tally Work.
- Reception Knowledge.

## Skills

- Salesforce CRM
- Customer and staff support
- Procedure development
- Staff disciplinaries

## Education

**Lokmanya Collage - Ahmedabad | B.Com**

Accounts , 2018

**Shiv Ashish High School - Ahmedabad, GJ | GCSEs**

Commerce , 2014

**Shiv Ashish High School - Ahmedabad, GJ | GCSEs**

10 Standard, 2012

## Accomplishments

- Updated and implemented policies for continued company compliance with guidelines.
- Worked directly with senior leadership to develop and administer per year department budget.

## Professional Affiliations

- Member, Professional Association

## Additional Information

- I think goals should never be easy, they should force you to work, even if they are uncomfortable at the time.
- it must be borne in mind that the tragedy of life doesn't lie in not reaching your goal. The tragedy lies in having no goals to reach.

## Certifications

- Basic Computer with A+
- Tally With A+

## Languages

**Gujarati , English , Hindi , Marathi : : First Language**

**Gujarati : : C2**

Proficient

**English : : C2**

Proficient

**Hindi : : C2**

Proficient

**Marathi : : C2**

Proficient