

NEHA M. VADHAVANI

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**EXCELLENCE IN ACCOUNT,TAXATION,AUDIT,FINANCE AND OTHER
RELEVANT FIELD AND HELP IN SUCCESS JOURNEY OF THE ORGANIZATION
THROUGH DEDICATION AND HARD WORK**

CAREER ABSTRACT

Proficient in managing & motivating teams for running operations;extensive experience of developing procedures, service standards & operational policies for business excellence.

An out of the box thinker with proven track record of establishing processes, SOP's, streamlining workflow and creating team work environment to enhance productivity, growth and efficiency innovatively.

Adroit in ensuring delivery of high quality services to support customer's business needs & achieve continued high customer satisfaction from all operational users.

Possess excellent interpersonal, communication & organizational skills with proven abilities in team management, customer relationship management & effective crisis management.

Customer Relationship Management

Mapping clients, identifying improvement areas & implementing measures to maximize satisfaction levels.

Ensuring continuous interaction with the customers to make sure that the area of concern can be worked upon for improved service levels.

Serving as a single point of contact for escalations;setting out inhouse,quality standards for various,operational areas, ensuring a highquality,customer experience while adhering to the SLAs for their services.

Team Management

- * Leading, managing & monitoring the performance of teams to ensure efficiency in back end operations and meeting of client satisfaction levels.
- * Conducting meetings for setting up objectives, designing or streamlining processes to ensure smooth functioning of operations.

Achivement

Cleared the assessment for the role of distributor salesman

Objective

Explore business environment to archive mission of an organization by value addition of my knowledge and professional skills to the business.

COMPUTER SKILLS:

Knowledge of M.S Office

Knowledge of Internet

Expertise in Tally

EDUCATION QUALIFICATION:

Courses/Degree	Board/University	GRADE / SPI	Passing Year
S.S.C.	G.H.S.E.B.	86.6 %	2011
H.S.C.	G.S.E.B.	85. 14%	2013
BBA	Ahmadabad University	60%	2016

STRENGTHS:

Self – Confident and Quick Responser.

Hard Working and Good Team player.

Good Interpersonal and Communication Skills.

Comprehensive Problem Solving abilities.

Ability to Handle Man Power.

HOBBIES:

- Cooking
- Listening Music
- Badminton
- Reading

PERSONAL DETAILS :

HOME ADDRESS	4 SHAMA APPT NEAR SARASWATI SCHOOL, MANINAGAR CROSS ROAD AHMEDABAD-380008 GUJARAT.
DATEOFBIRTH	28 th June, 1996
NATIONALITY	Indian
GENDER	Female
LANGUAGES	English, Hindi, Gujarati,Sindhi

SIGNATURE OF CANDIDATE

(NEHAVADHAVANI)