**Alpesh Rana**

**[alpeshrana036@gmail.com](mailto:alpeshrana036@gmail.com)**

**Mobile: +91 9924072789**

**House no 2002**

**Dhal ni pole**

**Ashapuri mata street**

**Near Aastodia Gate,**

**Aastodia**

**Ahmedabad Gujarat**

**380001**

**Objective:**

**To seek a challenging career in an organization having the environment that encourages continuous learning and provides exposure of new technologies, so as to achieve professional and personal growth in the field of Customer Service, Information Technology as well as in Revenue sector.**

**Carrier Summary:**

* **To Worked with (Kamdhenu Retreat) Neonz Club Nadiad Gujarat (B.D.M) Since 16th Aug.2012 till May 2013 ( 9 Months)**
* **To Work with concentrix Business service India pvt.ltd (Sr.customer representative) Aaditya Birla sun Life insurance ,HDFC Revenue Deprtment since 31st December 2014 to till Date 5th March 2020 (5.2 years)Vadodara Gujarat**

**Responsibilities:**

* **To Handle ABSLI customer,HDFC Insurance collection querry,verify the detail of H.N.I ,Corporate, N.R.I Clients.**
* **Convince ,Educate and Make aware about New**

**Product,Features & Benefit in Modern Time**

* **Creating Leads for New ABSLI Insurance policy,HDFC Insurance policy**
* **To Handle customer quarries, Issues and resolve their problems within SLA**
* **Work on Excel and CRM tool and revert to customer’s Resolution through call & Mail.**
* **Educate,convince,coordinate,Encourage &Make aware customer about company’s various product**

**Handling customer queries and providing information as per defined standards**

1. **Work on CRM tool & Excel**
2. **Spread knowledge in team,build rapo and provide information in team about new updates of product.**

**Education:**

* **B.A. (English Lit..) from Sardar Patel University Gujarat**

**With 49% (aggregate) March/April 2006**

* **12th from H.S.E.B. Gandhinagar**

**With 56% (Arts English) March/April 2003**

* **10th from S.S.C.B Gandhinagar**

**With 70% April/May 2001**

**Computer Tools:**

|  |  |
| --- | --- |
| **Technology** | **Tools** |
| **Operating systems** | **MS-WINDOWS** |
| **MS Office Tools** | **Excel, Word, power point** |
| **Web Tools** | **Front Page, Internet** |

**Office Tools CRM Dynamic tool , CDR Tools**

**Training:**

* **30 days training at “Concentrix Business service India Pvt ltd” for Customer Service & collection**

**(Collection,Revenue deprtment)**

**Strengths:**

* **Sincere, Hard Worker, Work with in time scale, Active Team Player, Self started and quick learning ability.**

**Personal Details:**

|  |  |
| --- | --- |
| **Father’s Name** | **Mr. Raju Bhai M Rana** |
| **Mother’s Name** | **Mrs. Ranjan Ben Rana** |
| **Date of Birth** | **14/06/1985** |
| **Marital Status** | **Married** |
| **Languages Known** | **English, Hindi, Gujarati** |
| **Hobbies** | **To Play Cricket and surf on the Net** |
| **Address (Postal)** | **H.No.- 2002, Dhal ni pole near Astodia Gate Astodia Ahmedabad Gujarat - 380001** |

**Reference:**

* **Will be furnished on Request.**

**Declaration:**

**I here by declare that the information provided above is true to the best of my knowledge and belief.**

**Place: Ahmedabad**

**(Alpesh Rana)**