## CURRICULUM VITAE

**Amit Gabhrani**

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## CAREER OBJECTIVE

Seeking a challenging job that encourages continuous learning and development to build successful career in Customer Service.

### ACADEMIC QUALIFICATION

* B.Com from Gujarat University.

### COMPUTER SKILLS

* M.S Office, Tally 7.2 & 9.0

### WORK EXPERIENCE

**Currently working as a CS Team Leader @ House joy ( Home Service Provider Co.)**

* Worked with Vodafone shared services india as a **Quality Analyst** from June’11 to Dec’15.
* From Aug’ 07 to May’11, I was handling inbound calls for Rajasthan process.
* Worked as a Front desk sales executive @ retail auto parts outlet from Jan’06 to June’07

**Current Job Responsibility**

* Leading workflow distribution and floor management to ensure [service levels](http://www.sampleresumetemplates.com/call_center_resume_sample.html) are satisfied
* Hiring, training/developing, motivating, coaching, evaluating and retaining qualified staff.
* Maintaining service, talk/wrap time, data, and consumer satisfaction levels
* As team leader, motivated and supervised an inbound call center staff
* Maximize profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer
* Ensured strict adherence to company policies and procedural guidelines
* Flashing the reports of every news paper ad to all the stack holders
* Auditing the calls through cloud application to check the call quality , Accuracy and hygiene of the calls
* Handing customers escalation

**Quality Analyst Job Responsibility @ Vodafone**

* Auditing the team of more than 90 agents on weekly basis and providing the feedback to the agents responsible.
* Auditing 30 calls (recorded/live) on daily basis.
* Dipstick audits on daily basis on various Delights.
* Weekly Quality briefing of the teams and clearing all the doubts of agents related with Quality parameters.
* Quality sessions of training batches in which Quality parameters & call flow is explained.
* Live Call Certification of all the Trainees.
* Floor Walk to analyze the way of product delivery and whether software (application) is used appropriately while on calls.

**Achievements**

* **Catalyst Winner**
* **Quarterly Winner For Low dipstick Variance Contest**
* **Level II Star ( Sep11 & Feb13)**
* **Compe-Tashan Award**

**Initiative Taken As Team Leader @ Housejoy**

* Started the repeat customer campaign for Beauty category to increase the profit of the company
* Proactively handing the Automobile Category and maintain the revenue sheet for the same
* Weekly Call listening session conducted to understand the better call handling
* Meeting with customers to make a deal for proposal business
* Flashing the Shift Briefing to all the stack holders

**Initiative Taken As Quality Analyst @ Vodafone**

* Prepared feedback tracker for the month of May,June,July and floated report for the same.
* Prepared Tat of service.
* Floated crm tagging matrix report to RCC process.
* Short Call Analysis done.
* Special refreshers conducted for project adoption agents.
* Dipsticks done on various product and floated report for the same.
* Motivated agents and one to one on one feedback session given to agents for H2H calls.
* Team performance report (parameter wise) sent to TL/TC on regular basis.
* To motivate best agents (in quality score) and groom them as a future TC/QA, align them as a quality spoke to their respective teams.
* Prepared Quality Assistance Tool
* Conducted Induction Training with 100% certification in Vodafone shared services India

### HOBBIES

* Listening music
* Playing Cricket

### PERSONAL PROFILE

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| --- | --- | --- |
| Date of Birth | : | 1st June 1987 |
|  |  |  |
| Father's Name | : | Rajubhai R Gabhrani |
|  |  |  |
| Sex | : | Male |
|  |  |  |
| Marital Status | : | Married |
|  |  |  |
| Nationality | : | Indian |
|  |  |  |
| Languages Known | : | Hindi, Sindhi, Gujarati, & English |
|  |  |  |
| Address | : | 1, Mansarovar Bungalows  A Ward, New Bungalow Area  Kubernagar, Ahmadabad-382340 |