**Curriculum Vitae**

Dhara Kariya

C3 Pashwnath Park, Near Adhunik Park,

Bapunagar Ahmedabad

91-7359495893

E-mail: [Dharakariya1403@gmail.com](mailto:Dharakariya1403@gmail.com).

**CARRER OBJECTIVE**

To work with an organization in service/product industry, where learning is shared with a view of collective growth and gives out my best by utilizing skills and experience.

**PROFILE: - QUALITY AUDITOR & TRAINER**

* More Than 24 month Successful experience in Customer Service and Support with recognized Strengths of problem-solving and trouble-shooting, staff support and planning implementing proactive procedures and Systems to avoided problems in First Place.
* Possess Solid Computer Skills. Excellent Working Knowledge using Microsoft Excel, WordPerfect, Microsoft word, power point.

* Ability to train, motivate and supervise costumer service employs.

* A team Player, acknowledged as “Total Quality customer Service Professional” to prepare training related MIS. (Management information System).

**AREAS OF EXPERTISE**

* Headed project **“SURVOTTAM GRAHAK SEVA”** to improve NSS, Repeat & C-Sat scores resulting in highest **NSS, lowest repeat & highest C-sat scores of the process.**
* Decreased process Repeat by 5% in month of Nov order of Project**” KILL THE REPEAT “.**
* Initiate **PANJIKARAN PROJECT** to achieved Unique Documentation of Process and

Improved UD at 97% from 82% within 6 days.

**ACHEIVEMENTS**

* Effectively Managed **20 CCE** (Customer Care Executive) on Production, with Their Quality.
* Received appreciations from the Senior Authorities and Clients for excellent prospect and performance.
* Developed specific goals to plan, organize & prioritize the work.
* PS-1 Certified with highest **Score 89% Marks out of 100% by** **BHARTI** **AIRTEL.**

**JOB RESPONSIBILTY**

* NWW Process(Airtel) Daily 20 Calls Audit Share Feedback
* Y-jack (SBS) Daily 20 Calls Audit
* Hygiene audit 15 Calls Audit
* Imparting process related training to the new hire
* Assist in preparing training calendar and Co-ordination
* Feedback consolidation ,analysis and reporting
* Quickly and effectively solve customer challenges
* Maintain Quality control\satisfaction records, Constantly seeking new ways to improve customer services
* Published dip check Report on daily basis for better understanding of indentify the Process gap\
* Published process Issue tracker on daily basis with client and management team.
* OLMS (online learning management System) ID Management
* ID creation
* JKQ SPOC( Job knowledge Quiz SPOC)

**EMPLOYMENT**

* DIGICALL PVT LTD 6 Month as a CSR (Join2013)
* DIGICALL PVT LTD 8 Month as a Quality Auditor(2013-2014)
* DIGICALL PVT LTD 10 Month as a Trainer (2014-2015)

## PERSONAL DETAILS

Date of Birth : 14-03-1996

Permanent Address : Bapungar, Ahmedabad

Father’s Name : Mr Dilipbhai Kariya

Languages Known : Hindi, English, and Gujrati

Marital Status : married

Education : SY Running B-com Gujarat Commerce Collage

**DECLARATION**

I here by the all the above information is true to the best of my knowledge. I will Responsible if I give any false information.

DATE: - DHARA KARIYA