Devang Dhanesh Buch

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**Career Objective: -** Seeking a career in field of finance & Operations adding value to the organization for which I work & to become a valuable asset for that organization.

**EXPERIENCE:-**

**Vodafone Group (VSSI - Vodafone Shared Services India)**

**Executive – International Operations April’2012 – Till date**

**Hierarchy : Officer -> Junior Executive -> Executive -> Senior Executive (Manager) -> Process Manager**

**Position Summary**

* Responsible for international telecom operation
* Working for UK and handling small & medium enterprise customers segment
* Dealing with account managers of Vodafone UK who handles enterprise business of UK.
* Coordination with account managers via email, web chat or voice calls to cater the request processing within defined time.
* Addition and activation of new connection or disconnections, Raising credits onto bills

Providing mobile handsets, ipad, tablets, laptops on request of account manager, Port-in and port-out.

* Value added service addition or deletion as Overall telecom operation from each and every parameter of particular mobile connection
* Changes into contract agreement with customer and amendments into contract term or dates.

**Recognition:-**

Awarded as quality champion and star performer of Quarte-4 in year 2012-13

**ICICI Bank Limited**

**Assistant Manager - Operation – Branch Banking, Ankleshwar May’2011 - November’2011**

**Designation: Customer Service Manager – Head Teller**

**Hierarchy – Assistant Manager -> Branch Manager -> Cluster Branch Manager**

**Position Summary:-**

* Approver & authorizer of all limits of financial instruments i.e cash, cheque, DD, PO Traveler’s cheque & all kind of service requests.
* Complete flow of cash and financial instruments.
* Branch retail cash & ATM machine cash replenishment and indent.
* Head Teller & Key custodian of cash vault & Lockers.
* Branch overall customer service.

**HDFC Life Insurance**

**Operation Officer November 2010 - May 2011**

**Hierarchy – Junior Officer -> Officer -> Assistant Manager -> Operation Manager**

**Position Summary:-**

* Underwriting of life insurance application, Application quality check, Customer service, premium and new business cash and cheque handling,
* End to end process of new business application.
* Training of sales managers, agents for operation point of view and AML.
* Coordination with HO and Zonal office for case to case process.
* Handling branch audit for risk and compliance.

**Max New York Life Insurance Company Limited, Ahmedabad**

**Accounts & Administration Executive November 2008 - September 2010**

**Position Summary:-**

* Collect initial premiums and issue receipts.
* Underwriting of life insurance application, Application quality check, Customer service, premium and new business cash and cheque handling,
* Calculate premiums, refunds, commissions, adjustments, and new reserve requirements, using insurance rate standards.
* Check computations of interest accrued, premiums due, and settlement surrender on loan values.
* Modify, update, and process existing policies and claims to reflect any change in beneficiary, amount of coverage, or type of insurance.
* Complete administration of branch from ENTRY to PANTRY

**Reliance Life Insurance Company Limited, Ahmedabad**

**Customer Service Executive September 2007 - November 2008**

**Position Summary:-**

* Looking after scrutiny of proposal forms and documentations, service requests
* Overall branch administration
* Responsible for basic underwriting of proposal with Policy printing
* Need to handle Renewal payment Receipting Also doing the Policy Servicing & Handled walk-in clients
* Handled premium cash and petty cash of branch
* Publish Various branch, region & zonal MIS reports
* Co-ordinate with HO employees for case and log in process & also looking after admin work of the branch

**Microwave Communications, Ahmedabad**

**Call Center Executive May 2004 - September 2007**

**Position Summary:-**

* Joined as executive and promoted to team leader and coordinator of the team to handle team of 15 executives in team.
* Delegation of work between agents
* Preparing MIS like SLA report, daily reports, monthly charter
* Taking daily shift meetings and trainings of team.
* Activation of the replaced TATA Indicom walky instruments of customers,
* Network mapping of instruments.
* Roaster making and handling of the team attendance.
* Shift management, escalation handling

**Expertise Includes:-**

* Team Management
* Client Management & Interpersonal skills
* Operations Management
* Analytical skills & Problem solving Skills
* Strong Customer centricity
* Administrative
* MIS reports

**Projects Undertaken:-**

* **Finance Project:-** Project on Technical analysis where price of stocks were monitored and mapped to prioritize on based of chart patterns which indicates the future price movements

**EDUCATION:-**

**Professional:**

|  |  |  |
| --- | --- | --- |
| Degree | Institute/University | Year |
| Master of Business Administration | ICFAI | Running\* |
| Diploma in Finance | Ahmedabad Management Association | 2012 |

\*Persuing distance learning MBA from ICFAI University

**Academic:**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Board / University** | **Year of Passing** |
| B.COM | Gujarat University | 2005 |
| H. S. C | G. H. S. E. B. | 2002 |
| S. S. C | G.S.E.B | 2000 |

**COMPUTER PROFICIENCY:-**

* Basic + Tally 5.4 + Strong knowledge of MS-Office (MS Word, Excel, Power Point and Internet).
* Command on various banking & MNC software like Finacle, Lifeasia, Oracle CRM.

**AWARDS & ACHIVEMENTS:-**

* Won 3nd prize in volleyball in school.
* Won 2 trophies in a row as a Captain in Private Cricket Tournament
* Worked for Social Organization Help age India for betterment of elder people

**EXTRA CURRICULAR INTEREST:-**

* Participated in various cultural & sports activities and youth festivals at school and College level.
* Member of Corporate Social Responsibility group Helpage India.
* ISC Quality Certified mystery shopping and service quality checker

**PERSONAL DETAILS:-**

Father’s Name : - Dhanesh Bipinrai Buch

Permanent Address : - D-52, Kirtisagar Apartment,

Near Pernatirth Derasar,

Jodhpur, Satellite,

Ahmedabad 380015.

Date of Birth : - 6 November, 1984

Languages Known : - English, Hindi and Gujarati

Hobbies : - Swimming & Travelling by self driven vehicle