**CURRICULUM-VITAE**

**Mitul Rabari Add: At-Rabari vas ,AT- Ambethi TA-Dholka,**

[**Mituldesai595@gmail.com**](mailto:Mituldesai595@gmail.com) **DI-Ahmedabad-382225 ,Stat-Gujrat ,**

**Cun:- INDIA**

**MOB: +917041976317 .**

**CEREER OBJECTIVE:**

To work in a challenging and creative anvironment eith commtted and dedicated people in order to explore myself fully and realize my potential.

**ACADEMIC PERFOMENCE:**

* B.A . Gujrat University with 52% 2012
* 12th Standard from Navchetan Vidhyalay with 62% 2007

**WORK EXPIRIENCE:**

**Vodafone Teleservices Pvt.Ltd**

* Worked with Magus Customer dialog in CSR From 2 Year

**Digi call Tele services Pvt.Ltd**

* last work with Digicall Teleservices Pvt.Ltd as a Team Leader in Out Bound Process in 1 year 2013 to 2015

I**Key Responsibility Area**

* Handling Team of 25 Associates.
* Making Agent performance report on daily basic and sharing the feedback with agent
* Providing assistance to process Manager in meeting the process requirements Daily & Monthly basis.
* Weekly meeting with Operation Manager to discuss the achievements & drawing plans to ensure consistency & improve the low scorers process.
* Checking the monthly PLI of the agents.
* Tacking the product shift brief on daily basis.
* Attendance on daily basis.
* Hourly and half hourly sms report

**Key Responsibilty Aria**

* Provisions of the services as per customer request
* Handling floor in the night shifts.
* Tacking the product shift brief on daily shifts.
* Solving queries of the customer online inbound Escalation calls.
* Solving Service related problem in given time line with the help of service team.
* Solving Wrong information case where associate passed the wrong information to customer regarding any offer or any wrong commitment.
* Finding product related issue and escalate to management for resolving
* EOD top 5 call category mail sends to managers and HOD

**DEEP PHARMA Pvt.ltd**

I HAVE CHAMIST IN DEEP PHARMA DHOLKA GIDC IN 2016

**STRENGTHS :**

* Positive attitude.
* Problem solving skills.
* Excellent grasping power.
* Interpersonal skills.

**PERSONAL:**

Father Name Mr. Jerambhai

Date of Birth 07th March 1990

Sex Male

Marital status single

Postal Address A/205 Rabari Vas, AT-Ambethi TA-Dholka DI-Ahemedabad

Contact No. +917041976317

I hereby declare that above information is correct to the best of my knowledge and belief.

Date……………………..

Place…………………… **(MITUL RABARI)**