**Curriculum Vitae**

Navdeepsingh N. Saini

7/A Mangal Murti Soc.,

Canal Road,

Ghodasar,

Ahmedabad – 380 050

Email: [navdeepsingh5056@gmail.com](mailto:navdeepsingh5056@gmail.com)

Phone No. : +91 7567860798

Career Objective:

To pursue a challenging and rewarding career in an organization which can provide competitive and professional environment and seeking a challenging carrier by giving all my skills to my profession and awaiting for an initiative role.

**Experience and current work role:**

I have a work experience of 4.5 years from which in total 2.5 years into SLA, KRA & KPI. My current job responsibility is of SME (Subject Matrix Expert) in Vodafone International and managing a team and reporting to senior level Management. I am responsible of team targets, managing call abandon rates and representing team in meetings.

**Detailed work experience as below:**

WORK EXPERIENCE  
  
1. Vodafone Shared Services Ltd.

Company Profile: UK based BPO.

Duration: Since November 2012.

Designation: Executive International Customer Operations.

Location: SG Highway, Ahmedabad.

Key responsibilities in Vodafone

* Monitor chats as well as e-mails to ensure positive customer experience and provide direct feedback on observed performance.
* Managing the team target as well as individual target of team members.
* Represent the team in meetings and conference calls with Clusters.
* MIS reporting as well as optimum utilization of resources & system.
* Ensuring team bonding and team interaction as to avoid attrition happening on the grounds Of dissatisfaction in the team.
* Co-coordinating between different departments for any issue amongst team members

2. AIMS Infosys Pvt. Ltd

Company Profile: US based BPO.

Duration: 2010 - 2012

Designation: Team Lead

Location: Maninagar, Ahmedabad.

Key responsibilities in AIMS

* Helping with training and development
* Completing paperwork
* Handling complaints (from both staff and customers)
* Financial responsibilities
* Client Co-ordination for work flow
* Helping with promotional events
* Personnel duties
* Reporting to senior level management

EDUCATIONAL QUALIFICATION:

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | Board/University | Year of passing | Results |
| Bio-Medical & Instrumentation Engineering | Saurashtra University | 2010 | Second Class |
| H.S.C (Science) | Gujarat Board | 2006 | 53.00% |
| S.S.C | Gujarat Board | 2004 | 70.00% |

Skills

* Proficient in MS Word & MS Excel.
* People management.
* Call monitoring.
* Problem resolution.
* Training.

Achievement

* I have been awarded as a “KING” for achieving highest scores in all the parameters for 2 consecutive months in Vodafone.
* State Level champion, in athletics during school time

Hobbies

* Travelling, playing cricket and listening music.

PERSONAL DETAILS

Full NAME : Navdeepsingh Saini

DATE OF BIRTH : 26th October, 1988

GENDER : Male.

MARITAL STATUS : Single

NATIONALITY : Indian

RELIGION : Sikh

LANGUAGES KNOWN:

|  |  |  |  |
| --- | --- | --- | --- |
| Languages | Speak | Read | Write |
| English | √ | √ | √ |
| Hindi | √ | √ | √ |
| Gujarati | √ | √ | √ |
| Punjabi | √ |  |  |

I hereby declare all the above information to be correct to the best of my Knowledge.

Navdeepsingh N. Saini