**RESUME**

**Parvez Pathan**

2962, Nr.Masjid, Mirdhawad,

Panchkuwa, Kalupur

Ahmedabad - 380001.

E-mail:- Parvez.pathan12690@gmail.com

Contact No: - +91 9016616623 +91 9824009607

**Personal Details**

Date of Birth : 12-Jun-1990

Nationality : Indian

Marital Status : Married

**EXPERIENCE**

1) Company Name : Udaan Fresh

Duration : **Oct 2019 to Till Date**

Designation : **Management Information System**

Activity : Buyer FTA Reports,

: RTO Analysis.

: Offline Data Calling.

: FOS, TSM & TL Levels Report

2) Company Name : Idea Cellular Ltd. (CRS)

Duration : **Feb 2017 to Sep 2019**

Designation : **Front Desk Executive**

Activity : Customer Handling,

: Offline Data Calling.

3) Company Name : Idea Cellular Ltd.

Duration : **Apr 2015 to Feb 2017**

Designation : **Backend MIS**

Activity : Prepaid File-net Process

: Prepaid FTA Reports

: Outstation Customer Activation Process

4) Company Name : I-Call India Pvt. Ltd.

Duration : **2008 to 2015**

Designation : **Team Leader**

Activity : Handling Team of 31 CSR’s.

: Ensuring 100% Achievement of Team Member’s KRA.

: Handling In-house Escalations and ensuring its resolutions from client’s end

: Maintaining Performance of Call Centre with SL & AL.

: Training CSR’s for new Product Updates across floor in order to sanitize the process of communication with customers.

: Resolve Query, Raise Complaint

**Language Known**

* Gujarati, Hindi & English

**Education Qualification**

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| --- | --- | --- | --- |
| **Qualification** | **Qualification** | **Passing Year** | **Grade** |
| HSC | GSEB | 2011 | Second Class |
| Graduation | B.com | 2014 | First Class |
| Master Graduation | MBA | 2016 | First Class |

**Hobbies**

* Accountant & Taxation course from ICA
* Listening Music

**Abilities & Strong Point**

* Highly Organized & Hardworking Professional.
* Good Leading Ability & Positive Thinking.

**You’re faithfully,**

**Parvez Pathan.**