**Rupin D Raval.**

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| **946/3,Tapeshwar mahadev temple, fatenagar, Paldi,** |
| **Ahmedabad, Pin\_code:-380007** |
| **CONTACT#:**+91-9824004559 |
| **E-mail:** rupin.raval4@vodafone.com |

**EXPERIENCE**

**COMPANY DETAILS:**

**Working with Vodafone West Limited since last 3 years. During this period I have been exposed to various functions and processes. The expertise and excellence I gained during this period described below.**

**Working as an in-charge of welcome visit process at Ahmedabad Branch**

**Welcome visit**

FOS visits the customer at billing address provided for customer authentication and billing address verification.

**Customer profiling**

Information is gathered during welcome visit parameters like customer educational, family status, House/office Appearance, family structure, household Equipments, Occupation related details, ownership of house, vehicle, credit card, landline no.etc.

Basis the answer gathered for above parameters by welcome visit FOS, customer is given a score is user to categorize the customer and assign appropriate closure to it.

**Customer education**

"Welcome visit FOS educates customer regarding his scheme and vodafone services during the welcome visit. Customer is given

Following information:

Complete scheme explanation Monthly rental, CLIP charges, Outgoing call charges, SMS charges, Scheme in-built free benefits etc.

Activation benefits

Roaming Services details (Service Activation, Charges, Deposit Structure, SMS Commands to act/deact services,

Payment modes

WSS benefits and WSS Registration process

Information Sources for customer like Website, Customer Care No. (9825098250/111), SMS Short codes for billed/unbilled amount

Charges for services like caller tune, Itemized bill, Vodafone live, promos that can be taken.

**EDUCATIONAL BACKGROUND**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board/ University** | **Year**  **Of Passing** | **Percentage** |
| **S.S.C** | **MA Patel High School,**  **Prantij.** | **G.S.E.B** | **March 2007** | **58.00%** |
| **H.S.C** | **Unnati Vidhyalay High School,** | **G.S.H.E.B** | **March 2009** | **52.00%** |
| **B.Com** | **Gujarat University** | **Gujarat University** | **March 2012** | **Pass class** |

Language known

|  |  |  |  |
| --- | --- | --- | --- |
|  | **English** | **Hindi** | **Gujarati** |
| **Speaking** | **√** | **√** | **√** |
| **Writing** | **√** | **√** | **√** |
| **Reading** | **√** | **√** | **√** |

**IT Skills**

Operating system: windows 2007

Office Automation: Microsoft office 2010

Mail Management: Microsoft outlook, Outlook express

**Personal Details**

Date of birth : 15th October, 1991

Gender : Male

Marital status : Unmarried

Email : Rupin.raval@gmail.com

Nationality : Indian

Languages known : Self-Motivated, Good at communication & confident

CAREER OBJECTIVE

TO SERVE CUSTOMER WITH SMILE!

Date:

Place:

**Rupin Raval**