**Saumil Shah**

Phone: 9998882040 & 9376002040

Email— samhir182@gmail.com

**OVERVIEW**

To seek a challenging position in an organization by utilizing my skill, knowledge and learning and to work with full determination. Have good interpersonal communication skills, excellent and adaptability to all kind of environment.

**CAREER OBJECTIVE**

To add value in the concerned area and to generate perfect business & achieve extra ordinary result for the development of concern and self. Working in Domestic BPO and International BPO since last 14 years.

**KNOWLEDGE AND ACHIVMENT:-**

* I got the Maximum Awards for Star of the month in Advantmed.
* Good in Excel reports.
* Provided highest productivity and achieve all targets successfully for 7 years with Advantmed & 2 years with Vodafone UK process.
* Working as a S.M.E to provide product knowledge and process knowledge to new agents in Advantmed.

**HOBBIES:-**

* Playing and watching Cricket.

**STRENGTH:-**

* Adaptive to any atmosphere - Quick Learner.
* Hard working, Sincere, Accept challenges.
* Positive attitude towards work.
* Working in night shift since last 11 years.
* Did not take single leave for first 3 years in Advantmed.

**PERSONAL DETAILS:-**

Name: Saumil. P. Shah

Father’s Name: Pravin Kumar Bhogilal Shah

Date of Birth: 02-03-1984

Sex: Male

Marital Status: Married

Nationality: Indian

**EDUCATIONAL QUALIFICATION:-**

S.S.C: 73.55%

H.S.C: 53.55%

F.Y. B.Com: Pass Class.

**Work Experience:-**

**Company Name:** **I-call India Pvt. Ltd. (BSNL Cust. Care)**

Place: Ahmedabad.

Designation: C.S.R. Answering calls from all over Gujarat BSNL’s

Customers and resolve their queries.

Duration: 2004-2005.

**Company Name: Mphasis Pvt. Ltd**.

Place: Ahmedabad.

Designation: Joined Mphasis as a Sr.CSR and promoted into MIS department. (Command Center) after 6 months.

With MIS department we maintain SLA on daily basis, arrange breaks, and shift timings for prepaid and postpaid advisors of Airtel Gujarat Customer Care.

Duration: 2006-2011.

**Company Name:** **ADVANTMED PVT. LTD. (USA Voice process)**

Place: Ahmedabad.

Designation: S.M.E.

Duration: April 13th 2011 to March 16th 2018.

Achievement: Representing life insurance companies to medical organizations over the phone, procuring patients medical records and help our clients to analyze insurance beneficiary’s current & past conditions.

Provided highest production, Star of the month for 25 months,

I was taking session for fresh candidates making them evolve in current organizational infrastructure and environment. Prepare them to deliver high performance with great numbers.

I was working as a S.M.E for 3 years.

**Company Name:** **Vodafone India Services Pvt. Ltd. (UK Web Chat)**

Duration: March 2018 to November 2019.

Designation: Senior Executive.

Taking online request and complain from UK Vodafone customers on chat portal, provided highest numbers of promoters every month with quality.

**Company Name:** **ADVANTMED PVT. LTD. (USA Voice process)**

Duration: June 2020 to Jan 2022.

Achievement: Representing life insurance companies to medical organizations over the phone, procuring patients medical records and help our clients to analyze insurance beneficiary’s current & past conditions.

Saumil. P.Shah.