

**CURRICULUM VITAE**

Mahendra N Arde

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**Objective:**

Seeking a career in an organization where I can utilize my diversified skills to contribute growth and success of the organization. And to stimulate the process of continuous learning within self and strive to surpass organizational goals by setting new standards.

**Academic qualifications:**

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| **Degree** | **University/Board** | **Year** | **Result** |
| **T.Y.B.COM** | Gujarat University | April – 2010 | Pass Class |
| **S.Y.B.COM** | Gujarat University | April – 2005 | Pass Class |
| **F.Y.B.COM** | Gujarat University | April – 2004 | Pass Class |
| **H.S.C.** | Gujarat Higher Secondary Education Board ( GHSEB ) | March – 2003 | 63.00% |
| **S.S.C** | Gujarat Secondary Education Board (GSEB) | March – 2001 | 56.14% |

**Working experience**

(**Vodafone central team Gujarat, customer support) from 05/04/2010**

**Vodafone Essar Limited, Ahmedabad**

* Responsible for the supervision of a staff of the Vodafone stores within the Technical Support team.
* Play the part of a all rounder in the team
* Provide support to the sales team, ensuring all sales and service objectives were met.
* Assist in the training of new customer service representatives and associates
* Responsible to close the cluster level customer service complains feedback through calls and standardized feed back .
* Regular Quizzes and online Tests

*Key Responsibilities and Activities*

* Vodafone store audit and performance report.
* Adherence to processes and SOPs.
* Service delivery standards.
* Other operational parameters.
* Replacing a store manager in non availability at store.
* Audit the report of all stores across Gujarat mini store and company stores.
* Achieved the highest no of audit in the month of May with best report.
* Audit the quality parameters of the store for the good c-set report.

**Magus customer dialog**

I have worked with **Magus Customer dialog** as Senior Customer Care Executive from 28th of October 2007 to 31st December 2010.

**Computer knowledge**

-Ms office

- Basic knowledge

- Excel

**Personal profile:**

**Date of birth:** 03rd December, 1986.

**Language known:** English, Hindi,Gujarati, Marathi

**Interests:** Traveling, Cricket.

**Marital status:** Married

**Permanent address:** 24-Madhavlal Kumbhar Street

Nr. New Cotton Mill

Amraiwadi Road, Ahmedabad -380026

Gujarat

**DECLARATION**

I solemnly declare that the above information are true and correct to the best of my belief and knowledge. I understand that if any information given above is found false/incorrect my candidature is liable to be rejected.

**Date: (Mahendra Arde)**

**Place:**