**CURRICULUM – VITAE**

**Jitendrasinh K Sodha**,

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**OBJECTIVE:**- A self Motivated next generation leader with the ability to adapt rapidly changing technology and environment with strong desire to undertake challenging job and to work with the team to achieve the goal of an organization.

**PERSONAL DOSSIER**:-

**Date of Birth** :26/11/1984

**Sex** :Male

**Marital Status** :UnMarried

**Language Known** :English, Hindi, Gujarati

**EDUCATION:**-

* Association of Chartered Certified Accountant from University of London (2014)
* Bachelor of Arts from Gujarat University (2008)

Grade: Second Class

* Primary Teachers Training College ( 2005 )

Grade:- Distinction

* H.S.C. Gujarat Education Board, Gandhinagar (2003)

Grade: Second Class

* S.S.C. Gujarat Education Board, Gandhinagar (2001)

Grade: Distinction.

**PROFESSIONAL SUMMARY :-**

* Since a year working with Banking and Finance sector.
* 8 years of experience in Customer Service Sector.
* Customer service profession is highly skilled in Call centre sector, Also having good skills in sales and service management, Operational Work, training and innovative marketing concepts.
* Top perform with a consistent track record of meeting and exceeding goals.
* Have primarily worked in Customer service, Sales and Back office in BPO sector.
* Has been awarded as a best Team leader and even for the best Quarterly Team leader.

**KEY SKILLS:**

* Flexibility in adapting to a new environment & learning things fast.
* Organizational skills and customer service orientation.
* Tolerant and flexible to different situations.
* Possess good communication skill and management skills, detailed oriented and team player

**PROFESSIONAL EXPERIENCE**:-

1. **Company Name** :- HDB Financial Services Limited.

**DESIGNATION**  :- Supervisor –Bucket X Portfolio

**DURATION**  :- May’18 – Till Date

**JOB PROFILE :-** Herein I am handling the Unsecured Personal Loans and Bucket X category customers.

**RESPONSIBILITY:-**

* Handling Unsecured loans for entire Gujarat circle.
* Regularly attend scheduled call calibration sessions with Cluster manager’s for all circle on daily basis.
* Apart from that raising schedule for the payments of customer on daily basis.
* Taking team reviews and maintaining team data for daily DRR for achieving targets.

1. **COMPANY NAME**: - ValeurHR Esolutions Private Ltd .

**DESIGNATION** : -Team Leader

**DURATION** : -March’18– April’18

**JOB PROFILE**: As being a team leader, I am taking care of entire team’s sales and making the report on daily basis.

**RESPONSIBILITY**:-

* Taking the daily report from the team members.
* Developing a growth strategy focused both on financial gain and customer satisfaction
* Keep records of sales, attendance, daily report, weekly reports etc.
* Provide trustworthy feedback with agents and after-sales support report done for clients.
* Build long-term relationships with new and existing customers

1. **COMPANY NAME**: - Udipti Solutions Private Limited

**DESIGNATION** : -Operation Manager

**DURATION** : - July 2015 to Feb 2018.

**JOB PROFILE**: As being an Operation manager I am giving the training to the Team leaders and apart from that taking the session for the executive. I am also doing the call calibration with the clients .To improve the call quality proper guidance given to the executive on daily basis. And also taking the follow up from the sales executive.

**RESPONSIBILITY**:-

* Quality Sessions arranged weekly.
* Responsible for the product updated on daily basis.
* Directed activities on the floor related to the quality.
* Maintaining data for the floor and also update the weekly chart for the executive performance.
* Team meeting and Quality parameter guidance given to all, to improve the productivity.
* From Sales team, Daily selling data, activity data and Also taking weekly review on sales.
* Monthly target revised for floor as well as for sales team.

1. **COMPANY’S NAME**: -Treats Food Limited. (U.K.)

**DESIGNATION** : - Production Manager

**DURATION** : -September 2011 TO April 2014

**JOB PROFILE**:-

Employed as a **Production Staff** and promoted as a **Assistant Manager** and soon to

**Manager**and handle the Operations. Managing Customer relations, Vendor relations, dealing with Corporate and Business clients.

**RESPONSIBILITY**:-

* Handling Central operations, business, warehouse operations and a Team of 25 people.
* Responsible for handling store and warehouse operations and thus ensuring that sales per square feet are always maintained.
* Monitoring customer flow and make appropriate decisions to achieve the sales targets set by the organization.
* Ensuring that the basic hygiene of the store is maintained.
* Expertise in Retail Operations and Billing software
* Tracking, Delivering & Supplying the products.
* Handling the Orders, Conflict & Crisis Management

1. **COMPANY’S NAME** : -AEGIS BPO PVT LTD

**DESIGNATION** : -SENIOR QUALITY ANALYST

**DURATION** : -AUGUST 2009 TO APRIL 2011

**JOB PROFILE:**

I was heading the Audit team for the Madhya Pradesh Circle, which conducts various activities ranging from training & various processes audits interaction audits. It also includes Auditing & Monitoring of all the front- end within Customer Care to gauge, supervise & implementation of corrective action plans which ensures qualitative team performance resulting into customer satisfaction and enhancement in the brand image.

**RESPONSIBILITY:** -

* Monitor Inbound calls of agents
* Provide feedback on all compliance parameters of the call monitored.
* Provide coaching on improving skills of agents.
* Ensure all feedback are documented.
* Collate. Maintain & forward monitoring data to QM(Quality Manager)
* Ensure defined productivity targets are met.
* Regularly attend scheduled call calibration sessions and meet calibration deviation targets.

**Rewards & Achievements at Aegis BPO (p) Ltd**

* Won Star QA award for the month of September’10.
* Won Star QA award for the Quarter of December ‘10

1. **COMPANY’S NAME**: - MPHASIS (P) Ltd.

**DESIGNATION** : - C.S.R [OPERATION – Customer Service Representative

**DURATION** : - October 2006 – July 2009.

**JOB PROFILE**:-I started my job as a CSR and was promoted as a **Quality**

**Analyst**. I was taking calls, and also taking the escalation for the calls. I was also doing

The outbound calls for the satisfaction of the customer. I finished there as a Quality

Auditor. I did QA profile there for more than one year.

**RESPONSIBILITY:**-

* Taking calls in the inbound process.
* Auditing the calls of agent.
* Doing meeting with the agents and giving the proper feedback to them.
* Taking the escalation calls whenever needed.
* Consistence performance in achieving the quality parameters.

**Rewards & Achievements at Mphasis (P) Ltd**.

* Won Best Agent award for the month of December; 06.
* Won the Quality Champ award for the month of March’08.

**HOBBIES**: -Listening Music, Driving, Travelling

**Reference**: -As per request.

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(JITENDRASINH SODHA)