**NIKI MARFATIA**

E-Mail: [nikimehta276@gmail.com](mailto:nikimehta276@gmail.com) Phone: +919428687885

Extensive exposure in driving critical assignments across the career with proven success in ensuring optimum results

# P R O F I L E S U M M A R Y

* A competent and committed individual with Masters in Electronics & Telecommunications with experience of 19 months in the development and implementation of innovative digital commerce concepts right up to continuing company support after the Go-live.
* Result oriented and enterprising professional, possesses unrelenting passion to make valuable contribution in building the organization superior and ensuring high standards of service.
* Motivated and goal driven team leader with strong work ethics, continuously striving for improvement coupled with excellent Administrative aptitude and the commitment to offer quality work.
* Capable of combining strong business acumen with the ability to conceive profitable and efficient business solutions.



# C O R E C O M P E T E N C I E S



|  |  |  |
| --- | --- | --- |
| *Key Account Management* | *Cross Functional* | *Interpersonal &* |
| *Team Management* | *Coordination* | *Communication Skills* |
| *Documentation* | *Sharp Analytical Skills* |  |
| *MIS Reporting* |  |  |



**O R G A N I S A T I O N A L E X P E R I E N C E**



**Manager- Operations & Support (Qfix Infocomm Private Limited)**

*March’18 – Present*

## Key Responsibilities:

**Business Operations & Support -**

* + Engaging with Education Society, Merchants, Intermediaries and all Stakeholders in a Management Capacity; to build long term relationship by showcasing the product of the company, solutionize requirements through data gathering & analysis and offering online payment solutions.
  + Responsible for documenting & communicating merchant requirements with internal team and ensure accurate & timely deliverance.
  + Monitor merchant service performance index on a monthly basis and maintain higher level of customer satisfaction by providing time bound customer support &assistance.
  + Assistance to clients for the reconciliation process and provide door-to-door solutions to the escalating issues.
  + Target to tap maximum number of potential users through promotion of payment applications.
  + To analyze the issue, raise TT for customer with proper details filled.
  + To follow escalation as per TAT defined.
  + To take feedback from O&M and update customer about the exact issue and ERT.
  + To take confirmation from customer over phone as well as send mail once the issue has been identified and closed.

## MIS & Analytics-

* + Develop MIS documentation to smoothen day to day operational activities.
  + Maintaining the entire processed data of Education Society and provide insight to the internal management.
  + Generate and distribute management reports to certain Stakeholders in an accurate and timely manner.

## Product Testing/Analysis

* + Manage the product journeys and build systems for fool proof process and bring new ideas into the business.
  + Knowledge of development platforms considering UI/UX task flows.
  + Testing the product considering various scenarios to ensure smooth functioning of product without errors.
  + Coordinating with cross-functional teams like Operations, Credit, Technology and Sales, to create and continuously enable changes in work flows with dynamic changes in policies etc.
  + Create prototypes and design flow; present the mock designs to the team/ management and seek approval to make live.



# A C A D E M I C D E T A I L S



* M.TECH–CommunicationSystemsEngineeringfromSarvajanikCollegeofEngineering and Technology, Suratin2016
* B Tech – Electronics & Telecommunications from Sa’d Vidya Mandal, Institute of Technology, Bharuch in 2013
* Higher Secondary from Gujarat Board in2009



# A C A D E M I C P R O J E C T S H A N D L E D



* Performance Analysis of Offline Handwritten Character Recognition using Soft Computing based Classifier Techniques
* Selective Video Encryption



**T E C H N I C A L S K I L L S**

**Programming Languages** C , C ++ , Visual Basics

**Operating Systems** Windows XP, Ubuntu, Windows 7

**Tools and Packages** MATLAB, Microsoft Office

Date of Birth: 20th Sept 1991 Languages Known: English, Hindi & Gujarati

Mailing Address: 102, Abhilasha Tower,Kasak Road, Bharuch, Gujarat - 392001