**RESUME**   
  

**Khushali Ramesh Vora** \_

(M)**7303368973**

**RESIDENCE:** B – 204, Chirag Bldg.,

Chheda Park, Achole Road,

Opp. Achole Talao,

Nallasopara East, Thane - 401209.

***Professional Objective:***

**To enhance my Career in Challenging Environment to utilize my abilities to its fullest potential.**

**What I bring to the Company**

* **My ability to understand processes and operation of various industries makes me confident in adding value to my job.**
* **Willingness to learn along with acquired experience will help me in performing my job efficiently and effectively.**

**WORK EXPERIENCE**

**Organization: Bharti Airtel Limited**

**Designation: Store Manager**

**PERIOD: From SEP 2019 to APR 2021**

* **Ensure standards for quality, customer service and health and safety are met**
* **Respond to customer complaints and comments**
* **Developed strategies to increase sales**

**Organization: VODAFONE INDIA LTD.**

**Designation: Cashier**

**PERIOD: From SEP 2018 to JUL2019**

* **Handling daily cash activity**
* **Maintaining Daily cash & card reports**
* **Maintaining Monthly stock records & reports**
* **Order required products regarding cash on time to time basis**

**Organization: VODAFONE INDIA LTD.**

**Designation: Customer Service Executive**

**PERIOD: From JUL 2016 to SEP 2018**

* **Resolving customer queries regarding network or connection**
* **Resolving billing disputes of customers**
* **Resolving prepaid queries of customers**

**Organization: TRINITY ELECTRIC SYNDICATE**

**Designation: Customer Executive**

**PERIOD: From AUG 2011 to JUL 2016**

* **Follow-up for Outstanding Payments**
* **Managing and updating client and customer records.**
* **Making Bills of Material dispatched through courier**
* **Maintaining regular contact with existing customers Attending walk-in customers and helping them in solving their issues**.
* **Doing counter sales**
* **Resolving customer queries on email**

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | **SR NO** | **CLASS** | **RESULT** | **INSTITUTION** | | **1** | B.COM | **Second Class** | **KES college of Arts, Science and Commerce ( Kandivali)** | | **2** | HSC | **Second Class** | **KES college of Arts, Science and Commerce ( Kandivali) (Maharashtra Board)** | | **3** | **SSC** | **Second Class** | **SVPVV SCHOOL (Kandivali ) (Maharashtra Board)** | |

**ADDITIONAL QUALIFICATION:**

**I) COMPUTER OPERATION**: Basics

**II) TYPE WRITING**: English (25w.p.m.)

**PERSONAL DETAILS** 

**DATE OF BIRTH**: 30thSep 1990

**MARITAL STATUS   :**Unmarried

**LANGUAGES KNOWN:**English, Hindi, Gujarati & Marathi

**E-MAIL ID    :**vorakhushali30@gmail.com 

**I hereby affirm that the information in this document is accurate and true to the best of my knowledge.**