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|  | Objectives  A challenging career that offers an opportunity for continuous learning and rewards for shouldering more responsibilities & be part of a team in accomplishing corporate goals.  skills   * Self-motivated& focused to achieve the end goals * Experience of delivering against challenging targets/ too tight deadlines/ to work under pressure * Interpersonal and communication – Written & verbal, * Leadership & People Management * Good organisational and planning skills * Good time management skills   **SERVICE DELIVERY**   * Ensure thorough knowledge of process related details. * Ensure thorough knowledge of policies and procedures of the organization. * Keep the Superiors regularly updated of any developments relating to the performance of the team, updates received and queries. * Ensure that while feedback is given, positive strengthening is constantly given to build confidence and a more satisfied team. * Regularly assess training needs to fill gaps in performance. * Ensure that there is cross-training and back up plans for all the processes within the domain * Well versed with using/navigating customer services tools required to deal with customer’s queries.   PROCESS IN MOKSHA   * Worked in sales process were we need to sell re - mortgage and secured loan on behalf of banks. * And make people aware that they are paying high rate or interest. * And we have to fill form with proper customer details. * And if the customer is ready to go for re – mortgage or secured loan need to transfer call to are loan adviser.   PROCESS IN JCJ LOCUMS(Sister company of HCL.plc )   * In JCJ for one year I use to chase reference for doctors who are registering with us to work part time in UK. * After one year I was transferred to jobs team in this I receive email from MSO (senior nurses in UK) about doctors they require for locums. * My job is to put jobs on the system and call MSO to get new jobs and try to search new hospital who can give us more work. * I make around 50 to 60 calls per day in which I manage to get 10 new hospitals who agree to give jobs to our locums’ agency. * My job is totally multi-tasking because I use to check emails, put jobs and make call at same time. * And after one more year when I become confident with my current profile I started chasing reference when I was free because of this management was happy with my work. * That point of time I was senior most person in jobs team. * I have five people working under me. * Before I left JCJ I was in NAP work that in which I have to check doctor’s document like health, GMC and Right to work and many more and update them.   PROCESS IN VODAFONE UK   * After training first I was working with email department. * In email we had target of 52 emails per day in second week I was able to achieve it easily. * And then I was promoted to Web chat because of my good performance in email. * First day of my chat one customer was so impressed by my work she called our Egypt team to appreciate my work and after that I got appreciation email form Katherine Watson our managing director Vodafone UK and my mangers. * I like chat because I can help customer very quickly and I get appreciation from then if I am able to resolve their problem. * I love to do my job and make sure customers feel valued, delivering on our promises and act as a customer champion. * Every day I get lots of apperception from customer that is reason I get boosted to improve myself for good work that can solve customer problem. * I am promoted to Customer relationship Executive my work was making daily outbound calls to resolve customer complaints received at the Directors office or via the Alternate dispute resolution (ADR) channel. * My job is to analyse and identify areas of customer dissatisfaction, process failure and advisor failure by conducting a full investigation. Identify people failures and act with integrity when these are identified – Feedback loop process is followed. * Close working relationships maintained with other areas of Vodafone via the FBL (feedback loop)   Personal Specification  **Competency Performance Driver Customer Obsessed**  • Making our customers feel valued  • Delivering on our promises  • Act as a customer champion  **Innovation Hungry**  • Come up with new ideas to make things better  • Share failures and mistakes to learn from them  **Ambitious and Competitive**  • Show a can do attitude  • Inspire and energise others  • Create pride in Vodafone  **One Company, Local Roots**  Work across functions to solve problems  **Speed, Simplicity and Trust**  • Address problems immediately  • Communicate in a clear and simple way  • Deliver on our promises and expect others to do the same  • Honest and open, even when it is difficult  **Technical / Professional Expertise**  • Exceptional people skills  • Exceptional knowledge of products, services and procedures  • Good commercial understanding  • Good organisational and planning skills  • Well versed with using/navigating customer services tools required to deal with customer’s queries.  • Good time management skills  •  Exceptional verbal and written communication skill  • Ability to conduct in-depth investigation on customer complaints and providing best possible resolution. Ability to handle difficult interactions, verbal and written.  experience  **CCE | Moksha business solution pvt .ltd**  (Dec 2006 till Dec 2007).  **Administration Assistant| Job Team | JCJ Locums (Sister company of HCL.plc )**  (December 2007 to May 2011)  **Email department |Web chat department Vodafone UK |Customer Relation Officer (VISPL)**  (31/05/2011 still working)  Education  2002 – 2004 C.U Shah, SAURASTRA UNIVERSITY.  B.Com  2001 – 2001 C.U Shah School, Wadwan  HSC  1999 – 1999 Army School, Dhrangadhara  CBSE **PERSONAL DETAILS** Email **:** [mits0083@yahoo.com](mailto:mits0083@yahoo.com) , mitesh.shah232012@gmail.com  Mobile **:** 9426722224  Date of Birth **:** 2/04/1983  Father’s Name **:** Mahendra Bhai Shah Marital Status : Married Permanent Address **:** Prena Veraj Tower 1,  B – 32 Near Prena Tirth Darasar,  Jodpur Gham Satellite,  Ahmedabad, Gujarat.  **(Mitesh M Shah)** | |

