

DHRUPALSINH BARAD

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CAREER OBJECTIVE:

To make the best possible use of my strength and capabilities to get the expected result and to involve very much and contribute the maximum share in the success journey of the organization.

PROFESSIONAL PROFILE

Junior executive with a proven ability to manage teams, define and measure Key Performance Indicators (KPI), meeting Service level Agreements (SLA) for TAT, achieve KRAs, deliver excellent customer experience, and an objective to increase revenue, decrease costs, and eliminate painful problems of organization.

CORE COMPETENCIES

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|--|-----------------------------|
| ▪ Team Leadership / Motivation | ▪ Process Improvement |
| ▪ Corporate Strategy | ▪ Client Engagement |
| ▪ Mentoring / Development Performance dialogue | ▪ Quality Control Standards |
| ▪ Interpersonal Skills | ▪ Engineering Mindset |

WORK EXPERIENCE

Junior Executive, Vodafone Shared Service India, Ahmedabad.

March 2015 – Present

Back Office Operation – UK Campaign

Staff Account Team

- **Administrate UK based Vodafone customer accounts.** We deliver service and support to end customer, Gather customer's information and apply discounts/Credits, by evaluating and analyzing their accounts. Keeping and updating customer records and account information; expediting correction and adjustments.
- **Accountable for Reports.** Maintain Raw excel file from client, allocate it to advisors, collate it and Send it to QA for Quality Inspection; then back to client.
- **Introduced process improvements.** Eliminated ineffective process steps, to quantify the Efficiency and effectiveness of advisors in the process. (135% Efficiency)
- **Reestablished SLA,** by managing a team of advisor; when there was a huge spike in volume during An iPhone launch event. (Received 150% Productivity)
- **Team management.** Build rosters on weekly basis to drive manpower efficiently.
- **Achieved** highest rating among advisors (top 3) (2015-16)
- **Identified** the core values of the organization, started practicing it on an immediate base.

- **Finalist**, 2016 World of Difference (WoD) Programme across Vodafone India. (Philanthropic Act)

Web chat Services– UK Campaign

Small Business Enterprise

- As web chat advisor, we deliver service and support to enterprise and consumer customer, keeping and updating customer records and account information; expediting correction and adjustments.
- Handle 40+ chats daily, concurrency 2-3 chats; Responsible to provide resolution on technical queries, billing queries, Online accounts, Upgrades, retrieving customer data, presenting relevant product and services information.
- Maintained up to date knowledge of company policies regarding services, networks, payments, account changes etc.
- Cross trained and provided back-up for other advisor when needed.

TECHNICAL SKILLS

- MS Excel , MS Access
- Win/Mac applications, CRM Tools.
- SAP FICO, MM, SD, HR, PP, MDM.
- Assembly Language 8085, 8051 family

EDUCATION SUMMARY

- ❖ **Bachelor of Engineering, Gujarat Technological University** **2014**
LJ Institute of Engineering and Technology, Ahmedabad
Branch of Electronics and Communication engineering
- ❖ **Diploma , Technical Education Board**
Government Polytechnic College, Jamnagar **2011**
Branch of Electronics and Communication engineering
- ❖ **Certificate in Secondary School (S.S.C.)** **2007**
Gujarat Secondary Higher Secondary Education Board, Gandhinagar

OTHER INFORMATION

- **Full Name:** Dhrupalsinh Ranjitbhai Barad
- **Date of Birth:** 23rd April 1992
- **Marital Status:** Unmarried
- **Languages:** English (Fluent), Hindi (Fluent), Gujarati (native)
- **Hobbies include:** Social networking, Electronic Dance Music, Farming, Travel, Documentaries.