



Dhaval Patel



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Professional Summary

To take a challenging post for understanding business change needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

Employment History

Nov. 2006 – Present
Ahmedabad, Gujarat

Manager - Business Analytics & MIS, Aegis Customer Support Services Private limited

Working with Aegis Customer Support Services Private Ltd. as a Manager in Business Analytics & MIS Dept. Handling entire Business Analytics & MIS Department of Ahmedabad Center and other 7 Centers of Telecom Premium process.

- Working for Process Improvement & analyzing data pertaining to Calls per Customers, Service Levels, Seat Utilization, Agent Improvement, Center P&L and reduction in repeat calls.
- Highlighting Process gap to the current client.
- Appropriate alarms raising as and when required with impact analysis.
- Adherence to the Reports requirement of the client.
- Preparing Internal P&L for all the processes of center
- Revenue Projections for all the processes of center
- Automation of Reports resulting in minimizing the Human Intervention
- Process Auditing – CUIKA & TABLE F
- Work on production issues as incidents.
- Publishing Risk & controls compliance reports targeting the business unit to adhere risk compliance.
- Identified opportunities for business process improvement and initiated efforts to make improvements

Aug. 2004 – Nov. 2006
Ahmedabad, Gujarat

Customer Care Executive, Tata Teleservices Ltd.

Worked for Tata Teleservices In-house Call Centre handling different profiles, started as an Inbound Retail Helpline Agent and thereafter handling Sales Support for the Entire Gujarat Base Postpaid Dealer Network

- Working with the Service Management Group responsible for order entry, Activations, Loading for all the products i.e. Wireless, Wire line, Mobile and PTB.
- Interacting with the entire Customer Care Department ranging from Login to Refund.
- Closing of Vas related requests. Associated with the complete process of installation for broadband connections of VSNL.
- Reporting to Installation & Repairing Dept. Sales head, SMG head for the installation complete, pendency, installation problems & pre-installation cancellation reports.

Jun. 2003 – Aug. 2004
Ahmedabad, Gujarat

Prepaid Sales Coordinator, Idea Cellular Ltd.

Worked for Idea Cellular Ltd. As a Prepaid Coordinator, reporting to Prepaid Zonal Manager.

- Solving Technical Problems Related to Prepaid for Ahmedabad region, Like O/g Bar, Suspension, Network Related, Roaming Etc...
- Handling Prepaid Forms Collection From Two Cities Including A'bad, Mehsana
- Providing Support To Sales Team And Distributors Located In Ahmedabad, Mehsana Regarding Problem In Recharging, Activation, Sim Replacement Prepaid To Postpaid Migration And Other Related Activities.

Languages

Conversational	English
Native Speaker	Hindi
Native Speaker	Gujarati

Education

- 2004 • **Masters in Commerce Part-1**
 - Gujarat University – Ahmedabad, Gujarat
- 2002 • **Bachelor in Commerce**
 - Shree Sahajanand Arts and Commerce College
- 1999 • **HSC**
 - Shree Sardar Patel and Swami Vivekanand High School

Skills

- Skillful • **Data Scientist**
- Expert • **Microsoft Excel**
- Expert • **Microsoft Access**
- Skillful • **SQL**
- Skillful • **Gretle**
- Skillful • **Tableau**
- Skillful • **SSIS**

Daily Responsibility

- Managing more than 130 reports daily with manpower of 3 executive
- Publishing PNL Analysis (Each LOB)
- Operation Hygiene report (Helps to avoid revenue leakages)

Accomplishment

- Data Science Course
 - Training Month – August 2018
 - <https://udemy-certificate.s3.amazonaws.com/pdf/UC-J7GNSW7M.pdf>