AMAN PATEL

Sales Advisor

8605778888 – paaman83@gmail.com

Professional Summary :-

Dynamic supervisor with a proven track record at Tata Excel, enhancing team efficiency and customer satisfaction through strategic planning and conflict resolution. Skilled in operations management and staff development, I consistently exceeded goals while fostering a collaborative environment. Adept at process improvement and maintaining a goal-oriented mindset, I drive results in high-pressure situations.

Work History :-

Supervisor (08/2022 to Current)

Tata Excel - Pune, India.

- Oversaw daily operations of the department, ensuring smooth workflow and timely completion of tasks.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Improved customer satisfaction with timely response to inquiries, addressing concerns, and finding effective solutions.
- Resolved conflicts among team members promptly, maintaining a harmonious working environment conducive to productivity.

Call Center Sales Representative (10/2021 to 08/2022)

Shree Balaji Group - Pune, India.

- Exceeded monthly sales targets through effective prospecting, lead generation, and closing techniques.
- Managed escalated calls professionally, resolving complex issues effectively while maintaining rapport with callers.
- Developed long-term relationships with customers by providing exceptional service and tailored solutions.
- Contributed to a positive work environment by assisting colleagues with problem-solving and skill development.

Eduction :-

BBA-CA :- Computer Applications Development

Abeda Inamdar Senior College - Pune

Awaiting graduation results following the completion of all final semester assessments for BBA - CA (Bachelor in Business Administration and Computer Application) at Abeda Inamdar Senior College.

Skills :-

- Staff management
- Operations management
- Process improvement
- Strategic planning
- Chat Process

- Cold Calling
- Stress tolerance
- Goal-oriented mindset
- Microsoft 365
- Mailing

Projects:-

College Project

Simplifying HSRP Fitting with Image Management (PHP & MySQL)

Created a web application to address the organizational challenges in HSRP number plate fitting. The platform enables users to upload images (e.g., vehicle registration, installation photos) and assign relevant, searchable names, thereby improving the ease of locating specific visual records during the process. Developed using PHP and MySQL.