

RESUME

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Rinky Hemant Dalvi

OBJECTIVE

To work in an environment of professionalism where I can capitalize my worth so as to grow and help the organization Grow along with me.

EXPERIENCE SUMMARY

- A result oriented professional with more than 9 years of work Experience in store operation,
- Working in professional organization where I can learn and grow with the organization.
- Achieve customer scarification store audit compliance & enhance quality management.

PRESENT ASSIGNMENT:

Organization : Jio Money (Operation Team)
Duration : 11 Apr 2017 to 30 Mar 2019
Designation : Executive Operation

Roles & Responsibilities:

- Handling escalations mail and Service Request complaint of Jio money customer.
- Resolving the query of Jio Money Customer.
- Case Creation
- Taking follow up with team to resolve the Issue of the Jio money customer.
- Handling the daily MIS tracker for Jio money recharge and service request of the customer.

PREVIOUS ASSIGNMENT:

Organization : Bharti Airtel Ltd.
Duration : Feb 2016 to Mar 2017
Designation : Auditor – (Doing Internal Audit)

Roles & Responsibilities:

- Doing Internal Audit for Navi Mumbai Circle (Airtel FR Store).
- Mails.
- Check the general cleaning and housekeeping of store.
- Team is having the knowledge of the new plans and product.
- Proper grooming of the employees at store.
- Stock available as per company norms

PREVIOUS ASSIGNMENT:

Organization : Reliance Communication
Duration : Aug 2015 to Jan 2016
Designation : Escalation Coordinator (Cdma Contract Sale Mumbai)

Roles & Responsibilities:

- Escalation Of All Clusters Mumbai Circle
- Case Creation
- Service
- Mails

PREVIOUS ASSIGNMENT:

Organization : Bharti Airtel Ltd.
Duration : May 2014 to June 2015
Designation : (SM) Showroom Manager

Roles & Responsibilities:

- Managing Outlet & Team of CRE Bill Collection Of Postpaid Customers + Service

- Handling Stock at the store
- Retention of client.
- Case Creation
- Service
- Sales
- Mails

PREVIOUS ASSIGNMENT:

Organization : Reliance Communication
Duration : Oct 2013 to April 2014
Designation : (R/M) Relationship Manager

Roles & Responsibilities:

- Bill Collection Of Postpaid Customers
- Retention of client.
- Case Creation
- Service
- Auditing Stores In Retention
- Managing Outlet & team of CRE.
- Handling Collection + Retention C1 Cluster

PREVIOUS ASSIGNMENT:

Organization : Aircel Store
Duration : May 2013 to Oct 2013
Designation : Service Executive

Roles & Responsibilities:

- Managing Customer Satisfaction & store audit.
- Case Creation
- Sales
- Service

PREVIOUS ASSIGNMENT:

Organization : Uninor Store
Duration : Dec 2011 to Mar 2013
Designation : (S/M) Store Manager

Roles & Responsibilities:

- Handling Stock at the store.
- Case Creation
- Sales
- Service

PREVIOUS ASSIGNMENT:

- **Organization** : Reliance Mobile Store
- **Duration** : March 2008 to Nov 2011
- **Designation** : (CRE) Customer Relationship Executive
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Roles & Responsibilities:

- Managing Customer Satisfaction & store audit as prescribe by Reliance Communication.
- Handling Customer Representative Executive for store.
- Managing Outlet & team of CRE.

- Retention of client.
- Handling Stock at the store.
- Case Creation
- Sales
- Service

ADDITIONAL SKILLS

- Problem solving skills with a strong technical background and good interpersonal skills.
- Quick learner and excellent team player having ability to meet tight deadlines and work under pressure.
- Capable of coming up with own initiative to carry out individual tasks and equally adaptable to the situation of working in a group.
- High level of self-initiatives and high goal-oriented.

EDUCATION

- T.Y.Bcom (May -2013) From Yashwantrao Chavan University Nashik (Kamaveer Bhaurao Patil College Vashi)
- H.S.C (March-2010) From Maharashtra Board
- S.S.C(March-2007) From Maharashtra Board

OTHER KNOWLEDGE

- OS known: Windows 2000, Windows 2003, Windows XP, Windows 2007 server, Exchange server 2003.
- Concept of Networking and interact with MS office.

PERSONAL DETAILS

NAME:-	Rinky Hemant Dalvi
DATE OF BIRTH :-	9th August 1990
PERMANENT ADDRESS:-	Room no 202 , Second Floor, Gaon devi krupa dalvi Blg , Sector 05, Sanpada Gaon Navi Mumbai Back Side Of Gaon Devi Mandir PIN : 400705.
RESIDENCE NUMBER:-	+919323239323
SEX:-	Female
MARITAL STATUS:-	Married - (31 July 2014)
NATIONALITY:-	Indian
HOBBIES:-	Listening Music, love to talk etc
LANGUAGES KNOWN:-	English, Hindi, Marathi.

Highlight

- Ability to work under the pressure of dealing and also to motivate others and organize them in the same situation.
- Good interpersonal and communication skills.
- Skill of accepting environmental advantage customer service.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for correctness of above-mentioned particulars.

Date: - / /

Rinky Hemant Dalvi-