

RESUME

GAURAV TIWARI

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To secure a position benefiting my skill and abilities in an organization that offers
Professional growth while utilizing my academic and mental potential to the fullest extent
Possible .

Professional Experience

KEY SKILLS : Strong organizational and time management skills; specifically, documentation of all issues, communication with customers and retailers & distributors. Able to use systematic approach in decision-making & Managing Processes, knowledge of the following operations areas - customer relation, train the stakeholders, process planning, data analysis, materials management & team handling, Promoting Process Improvement, Reporting Skills & Motivating Others,

Company : **RELIANCE JIO INFOCOM LTD.**

Present Working

Designation : Activation and Sells Officer

Tenure : 14th Feb 2016 to till date

Job Profile:

- Assist in activation, verification & feedback survey of COCP accounts
- Circulate product and process updates to team and channel partners
- Train the stakeholders on submission of correct KYC documents
- Audit Customer acquisition forms verified by data verification agents
- Ensure adherence to process service level agreement to meet TAT
- Monitor the work of data verification agents to reduce rejection rate
- Provide real time resolution for 100% customer queries
- Ensure 100% SIM Provisioning to achieve error free handset activation

More Work Experience

- **TATA TELESERVICES** As Activation Officer (2015 To 2016)
- **RELIANCE COMMUNICATION** As Store Manager (2013 To 2015)
- **RELIANCE LIFE INCURANCE** As Field Officer (2012 To 2013)
- FMCJ Marketing Experience in Gondia Market As,
Distributor/Super Whole Seller (Sapat Pariwar/Sayadri/Dukesh/Gandour/Lotus/Crax.)

Education

- **B. Tech. (Electronics)** from Radhikatai Pandav Engineering College, Umred Road, Nagpur
- **12th** from Manohar Municipal Jr. College, Gondia
- **10th** from Manohar Municipal High School, Gondia

Soft Skills

- Exposure in Organizational Management and Financial Administration
- Knowledge in Customer query handling skills
- **MS Office (Excel, Word, Power Point, Outlook)**

Additional Capabilities

- Hard Working & Dedicated
- Strong Decision Making Power
- Ability to Manage Multiple Projects at Same Time.
- Flexible Schedule.
- Exceptional Oral and Written Communication Skills.

Extra-Curricular Activities

- Active participation in the city's cultural & youth festivals for various events.
- Active organizer of the college's youth festivals" **FEASTA** ".

Personal Detail

Name : GAURAV MAHESH TIWARI
Address : Near Chaurasiya Chawl, Raitoly, Gondia (MH)
Date of Birth : 14th Dec. 1985
Nationality : Indian
Gender : Male
Marital Status : Married
Languages Known : English, Hindi, & Marathi

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date:

Place: Gondia

Yours Sincerely

GAURAV TIWARI