

MITESH SHAH

OBJECTIVES

A challenging career that offers an opportunity for continuous learning and rewards for shouldering more responsibilities & be part of a team in accomplishing corporate goals.

SKILLS

- Self-motivated & focused to achieve the end goals
- Experience of delivering against challenging targets/ too tight deadlines/ to work under pressure
- Interpersonal and communication – Written & verbal,
- Leadership & People Management
- Good organisational and planning skills
- Good time management skills

SERVICE DELIVERY

- Ensure thorough knowledge of process related details.
- Ensure thorough knowledge of policies and procedures of the organization.
- Keep the Superiors regularly updated of any developments relating to the performance of the team, updates received and queries.
- Ensure that while feedback is given, positive strengthening is constantly given to build confidence and a more satisfied team.
- Regularly assess training needs to fill gaps in performance.
- Ensure that there is cross-training and back up plans for all the processes within the domain
- Well versed with using/navigating customer services tools required to deal with customer's queries.

PROCESS IN MOKSHA

- Worked in sales process where we need to sell re - mortgage and secured loan on behalf of banks.
- And make people aware that they are paying high rate or interest.
- And we have to fill form with proper customer details.
- And if the customer is ready to go for re - mortgage or secured loan need to transfer call to a loan adviser.

PROCESS IN JCJ LOCUMS(Sister company of HCL.plc)

- In JCJ for one year I used to chase reference for doctors who are registering with us to work part time in UK.
- After one year I was transferred to jobs team in this I receive email from MSO (senior nurses in UK) about doctors they require for locums.
- My job is to put jobs on the system and call MSO to get new jobs and try to search new hospital who can give us more work.
- I make around 50 to 60 calls per day in which I manage to get 10 new hospitals who agree to give jobs to our locums' agency.
- My job is totally multi-tasking because I used to check emails, put jobs and make call at same time.
- And after one more year when I became confident with my current profile I started chasing reference when I was free because of this management was happy with my work.
- That point of time I was senior most person in jobs team.
- I have five people working under me.
- Before I left JCJ I was in NAP work that in which I have to check doctor's document like health, GMC and Right to work and many more and update them.

PROCESS IN VODAFONE UK

- After training first I was working with email department.
- In email we had target of 52 emails per day in second week I was able to achieve it easily.
- And then I was promoted to Web chat because of my good performance in email.
- First day of my chat one customer was so impressed by my work she called our Egypt team to appreciate my work and after that I got appreciation email from Katherine Watson our managing director Vodafone UK and my managers.
- I like chat because I can help customer very quickly and I get appreciation from then if I am able to resolve their problem.
- I love to do my job and make sure customers feel valued, delivering on our promises and act as a customer champion.
- Every day I get lots of appreciation from customer that is reason I get boosted to improve myself for good work that can solve customer problem.
- I am promoted to Customer relationship Executive my work was making daily outbound calls to resolve customer complaints received at the Directors office or via the Alternate dispute resolution (ADR) channel.
- My job is to analyse and identify areas of customer dissatisfaction, process failure and advisor failure by conducting a full investigation. Identify people failures and act with integrity when these are identified – Feedback loop process is followed.
- Close working relationships maintained with other areas of Vodafone via the FBL (feedback loop)

Personal Specification

Competency Performance Driver Customer Obsessed

- Making our customers feel valued
- Delivering on our promises
- Act as a customer champion

Innovation Hungry

- Come up with new ideas to make things better
- Share failures and mistakes to learn from them

Ambitious and Competitive

- Show a can do attitude
- Inspire and energise others
- Create pride in Vodafone

One Company, Local Roots

Work across functions to solve problems

Speed, Simplicity and Trust

- Address problems immediately
- Communicate in a clear and simple way
- Deliver on our promises and expect others to do the same
- Honest and open, even when it is difficult

Technical / Professional Expertise

- Exceptional people skills
- Exceptional knowledge of products, services and procedures
- Good commercial understanding
- Good organisational and planning skills
- Well versed with using/navigating customer services tools required to deal with customer's queries.
- Good time management skills
- Exceptional verbal and written communication skill
- Ability to conduct in-depth investigation on customer complaints and providing best possible resolution. Ability to handle difficult interactions, verbal and written.

EXPERIENCE

CCE | Moksha business solution pvt .ltd

(Dec 2006 till Dec 2007).

Administration Assistant| Job Team | JCJ Locums (Sister company of HCL.plc)

(December 2007 to May 2011)

**Email department |Web chat department Vodafone UK |
Customer Relation Officer (VISPL)**

(31/05/2011 still working)

EDUCATION

2002 - 2004 C.U Shah, **SAURASTRA UNIVERSITY.**
B.Com

2001 - 2001 **C.U Shah School**, Wadwan
HSC

1999 - 1999 **Army School**, Dhrangadhara
CBSE

PERSONAL DETAILS

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Date of Birth : 2/04/1983

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(Mitesh M Shah)

