



## GAURAV GOPAL SAVLANI

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**Location:** Manchester, United Kingdom.

### A Brief about me:

I offer you a strong professional experience of 14 years as I have worked in many varied roles during my career under the tag of Customer service executive, Associate and Assistant Manager (Audit) and Manager (Accounts).

I am a person who aims at providing maximum output in minimal resources. Performance- oriented and enterprising leader with organized nature and analytical problem-solving approach.

### Education:

- **ACCA**

Pursuing ACCA currently (Knowledge level).

- **Bachelor's**

Bachelor of Commerce – Mumbai University – April '2013 @ 60.75%

- **High School**

Std XII-th – Feb'2010 Maharashtra Board @ 71.67%

Std X-th – March'2008 Maharashtra Board @ 52.46%

## Work History:

### **Manager at The Taxcom Accountants LLP – UK Accountancy firm (2021 till present)**

- To work in line with the Top-level Management.
- Checking the accuracy and auditing the work done by juniors.
- Accounts finalization for the clients.
- Assisted in the filling of CT-600, Payroll finalisation, VAT submission through Capium software (HMRC).
- Proficient in Accounting software's like Quickbooks, Zoho, Xero, Capium, Dext.
- Key personnel between client, management and employees so that the work / due dates can be handled efficiently and effectively.
- Understanding the mortgage requirements of the clients and assigning the mortgage broker accordingly to the clients as per their needs, and budget.
- Key personnel in migration of the company / clients' accounts from manual booking to accounting automation.

### **Assistant Manager (Audit) at Sanjay Rane & Associates – CA Firm (11<sup>th</sup> Dec 2015 till 2019)**

- The key man to handle internal audit of Public Limited companies - Apcotex Industries Ltd.
- Also conducted audit of private companies – Supreme Trions Ltd. (STPL/SNIPL) and Midmark Pvt. Ltd.
- Handling a team of 10 employees in order to look after various statutory requirements of the clients.
- Also have an experience on accounting software widely used in the companies like Tally ERP, SAP, Zoho.
- Has in-depth knowledge of the following areas:
  - ✓ Procurement of materials
  - ✓ Maintenance of service contracts.
  - ✓ Inventory management.
  - ✓ Manufacturing process.
  - ✓ Human resource management.
  - ✓ Revenue Management (Sales)
  - ✓ Internal control over financial reporting (ICFR).
  - ✓ CAPEX (Capital Expenditure).
  - ✓ Scrap Disposal
  - ✓ Safety & Compliance.
- Furthermore, also have conducted few statutory audits of charitable institutions like colleges, hospitals, etc.

### **Customer Service Executive – Serco India – BARCLAYS UK (20<sup>th</sup> Jan 2015 to 2<sup>nd</sup> Dec 2015)**

- Serco India is an International Business Process Outsourcing company where I was working with Barclays – Debit card Operations Dept. for UK.
- Handling and resolving customer queries over the call. The customers were the victims of fraud as somebody has used their card without their consent.

**Customer Service Executive – WIPRO – British Telecom UK (18<sup>th</sup> Aug 2014 to 15<sup>th</sup> Jan 2015)**

- WIPRO Ltd. is an International Business Process Outsourcing company where I have got an opportunity to work for British Telecom – UK. British Telecom is a network broadcaster in UK.
- Solving the customer issues over the call. As the customer were anxious about their Internet and TV channel connection.

**Customer Service Executive – Justdial (18<sup>th</sup> May 2013 to 22<sup>nd</sup> Dec 2013)**

- Justdial is a Domestic Business Process Outsourcing company. It's a Yellow page company.
- Profile was to help the customers by giving them the information they needed over the call via messaging service. The information demanded by the customers can be anything from a pin to an airplane.

**Customer Service Executive – Serco India – Vodafone Qatar (28<sup>th</sup> April 2012 to 8<sup>th</sup> Oct 2012)**

- Serco India is an International Business Process Outsourcing company where I was working for Vodafone Company operating for Qatar customers.
- Profile was to resolve the customer queries related to telecom issues like network, call barring, etc.

**Manager @ McDonalds India (22<sup>nd</sup> Nov 2010 to 26<sup>th</sup> April 2012)**

- Joined as a Part-time worker during my graduation days.
- Serving customers over the counters. But due to their Job rotation policy, also had a hands-on cooking, customer interaction and other activities.
- Whilst, because of my performance I was promoted as a manager. And hence, apart from regular activities also handled Inventory Management for the restaurant.

**Customer Service Executive – Serco India – HSBC Credit card (26<sup>th</sup> Mar 2010 to 29<sup>th</sup> Oct 2010)**

- This being the first job of my career. Took this job immediately after appearing my +2 examinations.
- Worked for HSBC Credit card collection department.
- Profile was to make outbound calls to the customers of the bank as they have not cleared their dues on time.

**Skills:**

- MS Office
- Communication
- Proficient with accounting software.
- Analytical thinking.
- Leadership
- Teamwork
- Management
- Proficient with Zoho Books, Tally, ERP.

**Hobbies:**

- Teaching
- Interacting with new people thus, knowing their lifestyle and culture.