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| **Mitesh Shah**  +91 7567860589, 9426722224  mits0083@yahoo.com

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|  ExperienceOver 12 Years | EducationB.Com |

***Location Preference: Ahmedabad*** Core Competencies

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| * Strategic & Business Planning
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| * Operations Management
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| * Program/Project Management / SLA Adherence
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| * Escalation Management
 |
| * Team Engagement
 |
| * People Management & Attrition Control
 |
| * Team Empowerment
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Soft SkillsMagento AdminChange ManagementShopify AdminTeam LeaderDelegationMotivatorCommunicator | **Profile Summary*** Solutions focused, and result oriented professional offering 12 plus years of successful career by proven results and consistent performance.
* Excellent interpersonal, communication and organizational skills
* Proven track record of performance excellence in Customer Operations and Sales with focus on delivering effective business solutions
* Effective in utilizing resources, improving processes and increasing quality

**Work 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 |Web chat |Customer Relation| Asst. Manager- Vodafone UK****(May 2011 to Sep 2019 )****Client Support Manager| iGauri Solutions Pvt.Ltd****(Jan 2020 to April 2020)****================================= CERTIFICATES &RECOGNITION :** **June 2017-Beating last 3 months NPS performance****July 2017-Beating last 3 months NPS performance****October 2017- Excellence performance****February 2018 – Exceptional Performance****May 2018- Basic Fire safety training certificate****June 2018 – Top performance****Yearly Award- Best Team Leader award 2018****Top Team Leader- Jan, Feb and Mar 2019****Agile Trained and Lean Six Sigma Trained** |
| Academic Details **EDUCATION****B.Com****2002 – 2004 C.U Shah, SAURASTRA UNIVERSITY.** **HSC****2001 – 2001 C.U SHAH SCHOOL,** **WADHWAN****CBSE****1999 – 1999 ARMY SCHOOL,** **DHRANGADHARA** Computer Skills* **MS Office**: Word, Excel & PowerPoint

Personal Details **Date of Birth: April 22, 1983****Languages Known: English, Hindi and Gujarati****Address: B 32- Prerna Viraj Tower -1 Satellite- Ahmedabad**  | Total ExperiencePROCESS IN MOKSHA* Worked in sales process were we need to sell re - mortgage and secured loan on behalf of banks.

PROCESS IN JCJ LOCUMS (QX ltd)* Chasing reference for doctors from consultant in UK.
* Posting jobs on system.
* Indexing faxes and emails.

PROCESS IN VODAFONE UK* Managing the team of 17 Sales advisors and their performance on a daily basis.
* Providing real time support and feedback to ensure best customer experience.
* Insights on process improvement to maximize the productivity and revenue
* Managing the key matrix of the advisors as well as of the team.
* Ensuring compliance all across and helping team in driving. Reviewing performance of the advisors and providing coaching for optimum results.
* Schedule adherence of the team and of the floor on a real time basis
* Managing Directors Complains and Client requirements
* Managing Attrition and Staffing

PROCESS IN iGauri Solutions Pvt.Ltd* My job profile is handling client for their ongoing project from start till end for E-Commerce website.
* I conduct training session after project is completed
* I handle timesheet for each project and send it to clients for payments.
* I have good knowledge non-technical admin of Magento and Shopify.
* I have expert in making training video for client.
* I am first point contact for client having issue after project is delivered.
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