|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Mitesh Shah**  +91 7567860589, 9426722224  mits0083@yahoo.com   |  |  | | --- | --- | | Experience  Over 12 Years | Education  B.Com |   ***Location Preference: Ahmedabad***  Core Competencies   |  | | --- | | * Strategic & Business Planning | | * Operations Management | | * Program/Project Management / SLA Adherence | | * Escalation Management | | * Team Engagement | | * People Management & Attrition Control | | * Team Empowerment |   Soft Skills    Magento Admin  Change Management  Shopify Admin  Team Leader  Delegation  Motivator  Communicator | **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 Experience  PROCESS 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. |
|  | |