Resume

Name: Tapan G. Shah

**Objective:**

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conductive to learn and grow at professional as well as personal level thereby my future endeavors as an asset to the organization.

**Academic Qualification:**

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| Academic | Board/University | Year of Passing | Percentage |
| B.COM | Gujarat University | 2010 | 55% |
| H.S.C | Gujarat Board | 2007 | 66% |
| S.S.C | Gujarat Board | 2005 | 51% |

**Work Experience:**

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| Organization: Vodafone UK |
| Duration: April 2015 - November 2017 |
| Title: Customer support executive |
| Responsibilities: Resolve customer complaints via email. Cancel or upgrade accounts. Inform customer’s about deal and promotion. Create and maintain reports about customer interactions.  |

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| Organization: Zebpay Bitcoin Exchange |
| Duration: December 2017 - March 2019 |
| Title: KYC Executive |
| Responsibilities: Provide exceptional customer service by responding to via phone & email. Validating and processing the KYC documents on behalf of the organization. Maintaining appropriate data of daily tasks based on the tools provided.  |

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| Organization: Casting Networks INC. |
| Duration: May 2019 - Till present |
| Title: Customer Service Executive |
| Responsibilities: Photo processing through ZAP/Approving photos through TPT. Respond to customer inquiries using Zendesk. Assist customers with account inquiries, servicing needs and issue resolution. Research and provide verification and documentation of customer’s issue. Resolve issues of customers by contacting other departments expertise. Maintain thorough knowledge of and understanding of CNI’s product Educate customers on the feature and benefits of CNI’s products and services. |

**Interest/Hobbies:**

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| Travelling  |
| Team sports |
| Music |

**Personal Information:**

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| D.O.B: 13/07/1989 |
| Language: English, Hindi, Gujarati |
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