**Gulfjobseeker.com CV No:** **1226808**

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Seeking proficient assignments in Operations Management with a high growth oriented organization.

**Career Precise**

* A result driven professional with over 9 years of experience in the areas of Operations Management and Customer Relationship Management.
* Proficient in handling day to day activities in co-ordination with internal / external departments for smooth business operations.
* An effective communicator with excellent Relationship Building & Interpersonal Skills.

**Organizational Experience**

**August’2007 - August’ 2009 Birla Sun Life Insurance Co Ltd; Projects Executive**

**Operations Management**

* Co-ordinating with the new project branches for branch set-up.
* Prepare, monitor and maintain Petty cash reports of the branches.
* Prepare monthly accruals of the expenses to be incurred in the following month.
* Negotiate with various vendors on the rates of the services to be provided at branches.
* Preparing bills in the system for various vendors like placement consultants, electricity bills, telephone bills, Hotels conference charges etc and also look after their payment issuance.
* Interviewing, recruiting & imparting training to the support staffs. on daily operational activities.
* Preparing and maintaining daily MIS reports related to recruitment and Business of the project branches.
* Following up with the branches for pendencies and also with Client Servicing and Underwriting Dept for timely completion of the business policies.

**Oct’2005 – July’2006 ASB International Pvt Ltd Exe. Asst. to GM (Mfg.)**

* Preparing monthly MIS, Incentive Reports of the Manufacturing employees, Machine Utilization reports and various other reports like Employee efficiency, Machine Idle time, Rejection report etc.
* To Prepare Daily monitoring sheets, Line Rejection Report & Purchase Requisitions in the ERP Software.
* Handle correspondence related to manufacturing Dept.
* Preparing Employee Monitoring Sheet and all the reports related to probation evaluation of manufacturing employees

**Aug’2004 – Sep’2005 Nickunj Eximp Entp P Ltd. Internal Sales Co-ordinator**

* Prepare Quotations, reminders & Purchase Indents in the ERP Software.
* Provide price and sales information to the customers.
* Prepare order dispatch forms in the ERP Software.
* Follow-up with stores for material dispatched to the customers.
* Update product knowledge on a regular basis to effectively respond to the customer’s queries.
* Handle HO-Branch correspondence.

**Apr’2001 – Dec’2003 Lawkim IT Enabled Service Team Leader**

* Leading team of 25 Customer Services Representatives
* Maintaining co-ordination between the Call Centre and the Godrej Appl. Service Center.
* Preparing the MIS and communicate to Client (GODREJ APPLIANCES)
* Conducting follow up activities arising from customer's enquiries.
* Performance monitoring of Call Agents. Giving them the feedback on their performance and suggest them how to improve the same.
* Educating and updating the call agents about the new schemes or service camps of Godrej Appliances.
* Giving training of product-process knowledge to the new recruitees.

**Feb’1998 – Mar’2001 Page point Services Pvt Ltd. Customer Care Officer**

* Attend customers at helpdesk regarding their queries related to billing, pager repairs and pager programming etc.
* Leading team Provide information to customers about value added services viz.; stock line, docline personalized assistance services.
* Maintain and submit the details of Buy-Back report of pagers returned to the company: after giving buyback estimation to the customers.
* Handle customers' calls regarding various inquiries.

**Academia**

* B.Com from Mumbai University with second class in April’1997.
* H.Sc from Bombay Divisional Board with First Class in March’1994.
* S.Sc from All India CBSE Board with Distinction in March’1992.

**Certifications**

* Certificate Course in Computers from Adroit Softech, Mulund.
* Part Time Diploma in Public Relations from Radio Bhuvan, Colaba.
* Short Term course in “Customer Relation Management” NLITE training

 Center, Lawkim.

**Personal Dossier**

Date of Birth : 24th August 1976

Languages Known : English, Hindi & Marathi

Marital Status : Married

Hobbies : Reading, Listening to music and interacting with

 people