***-: CURRICULUM VITAE:-***

**Arpit**

**Arpit.335546@2freemail.com**

**M.COM (Human Resource Management)**

**Career Objective**

Dedication towards the work and quick learning, this provides career development opportunities and contributes in its progress through my knowledge and skill.

I believe in simplicity, truthfulness & faithfulness. To attain perfection in every task is my objective.

Moreover**,** to be a part of the esteemed organization where utilization of experience and skills are appreciated leading to the growth of organization and personal progress.

**Personal Profile**

I bring with me about 9 years of experience in the various facets of Operations, Back Office, Coordination, Administration and Customer Support in addition to, face to face selling with TCS Customers.

Moreover, Having Commercial background and being flexible to trainings given to cater my responsibilities, I have proven track record of best performance for client relationship.

**Skills**

* Positive Attitude
* Ability to work with multicultural people
* Problem Solver
* Able to work under pressure
* Good communication Skills
* Eye for detail

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Institute** | **Passing Year** |
| **M.COM (HRM)** | M.S. University (Vadodara) | Apr-14 |
| **PGDBA** | M.S. University (Vadodara) | Apr-12 |
| **B.COM (Commerce)** | M.S. University (Vadodara) | April – 2007 |
| **Tally. ERP 9** | Shah Computer Class | Jul-07 |
| **H.S.C** | Panchsheel High School | March – 2004 |
| **S.S.C** | Panchsheel High School | Mar-02 |

**Computer Proficiency**

* Expertise in NRSP backend, Univiewer web console, EPMO, Work flow management tool
* Application Software: MS Word, MS Excel, MS Power Point, MS Outlook & Internet
* Proficient in
* I can type 35 to 40 WPM, excellent command over key-board too.

**Trainings**

|  |  |
| --- | --- |
| **Program/Course** | **DDate** |
| Lean Six Sigma New GB v 5.0 | 15-08-2016 |
| CPG Industry | 03-11-2016 |
| Safety First | 16/06/206 |
| Effective e-Mail Writing – ILT | 11-06-2015 |
| BPO-Customer Service to Customer Delight – ILT | 23-04-2015 |
| BPO-Idea Factory – ILT | 31-07-2015 |
| Integrated Quality Management System - iQMS - | 23-12-2014 |
| IELTS – (Got overall 6 band) | Nov – 2015 |
| BPO-Solve to Resolve – ILT | 03-06-2014 |

 **Work Experience**

 **Tata Consultancy Services Ltd.**

|  |  |  |
| --- | --- | --- |
|  | Designation | : Business Analyst / Process Co-ordinator |
|  | Period of Service | : 25th Apr’2012 – 02nd Jan’2017 |
|  |  |
|  | **Kochar InfoTech PVT. LTD. (Telecommunication Industry)** |
|  Designation | : Process/Technical Trainer |
|  | Period of Service | : 26th Oct’2010 to 12th Mar’2012 |
|  |  |
|  | **Aditya Birla Minacs (Telecommunication Industry)** |
|  | Designation | : Process Trainer |
|  | Period of Service | : 17th Dec’2007 to 10th Aug’2010 |

**Organisation Profile**

**Tata Consultancy Services (TCS)** is a global leader in IT services, digital and business solutionsthat partners with its clients to simplify, strengthen and transform their businesses.

**Kochar InfoTech** offers Technology Solutions for Telecoms and Enterprises for simplifyingconnected ecosystem challenges

**Aditya Birla Minacs** is an Indian Multinational company for Telecommunication. It operates in 40countries with more than 120,000 employees worldwide.

**Job Profile**

* Worked for Nielson’s Europe based clients.
* Arranging events, meetings online to discuss on delivery issues escalations and new implementation in process.
* Involved in correspondence, dictations and preparing minutes of meeting and also allocating the updates on the outcome of minutes from different departments.
* Providing back-up on different projects and maintaining proper records.
* Coordinating with clients regarding delivery issues.
* Regular follow up with offshore and onshore clients of Russia, for database and its delivery deadline.
* Establishing good customer relations by providing timely deliveries.
* Dealing with Measurement science, client instruction and statistical operation department ensuring timely delivery of database of product.
* Active participation at every presentations and new implementation in process.
* Interacting with Application development & IT team to resolve technical and functional queries and arranging their schedules, time sheets etc.
* Keep an eye on competitor’s activeness and roles in our region.
* Inventing strategies to achieve monthly & annual delivery target by the increasing the accuracy and quality work.
* Accountable for the maximizing and monitoring the progress of production with given priorities.
* Preparing presentations for weekly and monthly reviews of process.
* Consolidating weekly and monthly reports.
* Active participation in various projects assigned by management like:-
* **FTE (Full Time Equivalent) Revisit:-**
	+ To work upon the ratio of the total number of paid hours during a period

(Fulltime) by the number of working hours and allocated done in countries accordingly that from Monday to Friday & Especially for Weekend support

* **Certification Model:-**
	+ To work upon amendments in the certification exams module and methods.
* **Productivity improvement:-**
	+ Different methods applied to reduce work which improves productivity.

**Achievements**

1. Became Process Trainer within 1.5 year of joining (Aditya Birla Minacs)
2. Received Certificate of quick learning process activities (TCS)
3. Received R&R (Reward & Recognition) award as a Star Performer of the Month (TCS)
4. Received GOLD AWARD for best performance throughout the year 2015 wherein I have prepared 8 excel Macros for process Improvement and reduce manual efforts (TCS).

**Projects**

1. A summer internship project report on “Employee Satisfaction”

(At KOCHAR INFOTECH Pvt. Ltd. Vadodara – 45 days)

1. A comprehensive project report on “Grievance Handling Procedure”

(During 3rd and 4th semester of M.COM)

1. A live project report on “Awareness of the Employees on “Grievance Handling System”

(30 Days - At Aditya Birla Minacs, Vadodara)

**EXTRA-CIRRCULARS & HOBBIES**

 Singing, Playing Guitar, Reading.

**Strengths**

* Quick Learning
* Dedication towards the work
* To counter adverse situations with a smile
* To forget & forgive
* Always ready to make a new start

**Personal Information**

**Date of Birth**: 27th November’1986

**Sex:** Male

**Marital Status**: Single

**Nationality:** Indian

**Languages Known:** English, Hindi and Other Indian languages

**I hereby declare that the information given herewith is correct to my knowledge and I will responsible for any discrepancy.**