Parth

Parth.344467@2freemail.com

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| **Objective** |

* Highly meticulous and experienced with a superb record of Customer Service and high customer satisfaction. Skilled in directing small and large Customer service teams. To use my soft skills in the best possible way for achieving the company’s sales goals & customer delight

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| **Strength** |

* An effective communicator processing excellent presentation & Soft Skills with honed Marketing Management
* Recognized for successfully meeting targets, proficiently formulating & implementing budgets
* Building High-Performing teams by providing an effective training & nurturing fruitful relationships with customers
* Speed & Accuracy in Processes
* Team Player, Quick Learner, Optimistic and determined nature, Excellent interpersonal skills
* Adaptability & Flexibility in Work
* Excellent Presentation Skills
* Readiness to accept responsibilities & Challenges

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| **Work Experience** |

**Vodafone India Services Pvt. Ltd. Since March, 2015**

**Executive**

**Porting Team (April 2016 till date):**

**Responsibilities**

* Handling Calls for Porting Queries
* Manually Pushing the Mobile Numbers through the Applications
* Troubleshooting
* Manually Connecting the Mobile Numbers for the customers to avail the services
* Provisioning the Mobile Numbers according to the service plan selected.
* Submitting, Cancelling, Reversing Porting requests
* Reporting (Making reports – Daily Reports, Weekly Reports, Monthly Reports, Performance Reports of the Team)
* Responsible for Making Rosters for the Team
* Conduct Meetings for brain storming sessions for process improvement Ideas & to cascade necessary updates for the process

**Direct Fulfillment Team March 2015 till April 2016**

* Handled Corporate and SME (Small Medium Enterprise) A/C's.
* To Process handset orders and new connections for Corporate &SME A/C’s.
* Run the billing process every month end for all the Corporate & SME A/C’s.
* To Process orders for Sure Signal (Connectivity/Signal Booster Device) for SME A/C’s
* Together, this campaign has 8 sub processes; SME Orders, Corporate Orders, SME Connections, Corporate Connections, Credit Report, Billing Report, Missing Mobile numbers & Sure Signal Device Orders
* Got through, all the processes and can handle any given process, even at times have to switch from one queue to another in a few instances where the influx suddenly spikes up and the queue gets out of control (Was the only one to get cross trained on all the process)

**Duet India Hotels India Ltd –**

**Hotel Holiday Inn Express, Ashram Road February 2014 – March 2015**

**Sales Executive**

**Responsibilities**

* Handled field sales within the Radius of 5 KM’s from the hotel
* Handled GIDC areas for sales (Room Nights) areas likes Vatva, Odhav, Kathvada, Sanand
* Handled Banking Sector
* Handled Corporate Sector
* Handled PSU Sector (Public Sector Unit)
* Handled Walk-in clients
* Handled Travel Agents
* Looking after Banquet Sales, Meeting Rooms for Corporate, Training Rooms for PSU, Corporate & Banking Sector. This includes; Arrangements for Seating Patterns, Morning Breakfast, Lunch & Evening Snacks and Beverages for the guests along with the Menu predefined
* Coordinating with internal departments in the hotel such as Reservations, Front Office, Travel Desk, F&B Service etc …
* Interacting with Guests from their arrival till departure, find out their experience at the hotel and take feedback if any and improvise. Pass on the feedback to the departments accordingly.
* Reporting: Daily Sales Reports, Forecast Report Weekly & Monthly, Budgeting & Actual Stats reports, Monthly Revenue Reports, Total Room Night Reports & Performance Graph Reports Weekly & Monthly

**Vodafone India Services Pvt. Ltd. 22 Dec 2011- 13 Nov 2013**

**Executive**

**Responsibilities**

* Handled Corporate and SME (Small Medium Enterprise) A/C's.
* To Process handset orders and new connections for Corporate &SME A/C’s.
* Run the billing process every month end for all the Corporate & SME A/C’s.
* To Process orders for Sure Signal (Connectivity/Signal Booster Device) for SME A/C’s
* Together, this campaign has 8 sub processes; SME Orders, Corporate Orders, SME Connections, Corporate Connections, Credit Report, Billing Report, Missing Mobile numbers & Sure Signal Device Orders
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**The FERN Hotel March-15th 2011 – Dec 20th 2011**

**Front Office Assistant**

**Responsibilities**

* To handle registration process of the Guest at the time of arrival and billing procedures at the time of departure. (Check-In & Check-Out Process)
* To deal with all the internal departments to ensure that the Guest’s stay is pleasant and Delightful
* Guest Services, Telephone Operating, Up selling, Night Auditing & Airport Pick-up & Drop Management

**The CAMA Hotel Dec 2010 – March 2011**

**Trainee Front Office Executive**

**Responsibilities**

* To handle registration process of the Guest at the time of arrival and billing procedures at the time of departure. (Check-In & Check-Out Process)
* To deal with all the internal departments to ensure that the Guest’s stay is pleasant and Delightful
* Guest Services, Telephone Operating, Up selling, Night Auditing & Airport Pick-up & Drop Management

**E-Tech Sept 2009 - Sept 2010**

**Telesales Representative**

**Responsibilities**

* Customer service agent for Inbound and Outbound Call based Campaigns
* Providing information about **DeVry University, Chicago, USA** to prospective students
* Scheduling appointments and facilitating prospective students to reach the Admissions Advisor
* Resolving cancelations, rescheduling appointments and meetings
* Providing on call assistance about course selection, admission process and requisites to prospective students and help them choose DeVry University for their educational needs
* Helping prospective students by guiding their call to the required department and Warm Transferring Calls to Academic advisors

**Wyndham Vacation Ownership, U.S.A. Oct 2008 - Mar 2009**

* Received six months of intensive Industrial Training in the field of Hospitality Management in a 5-Star vacation resort

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| **Educational Background** |

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| **Year** | **Qualification** | **Class Obtained** | **University**  |
| 2010 | Final Year | Second Class | Global Open University(Hospitality Management) |
| 2009 | Second Year | First Class | Global Open University |
| 2008 | First Year | First Class | Global Open University |
| 2007 | H.S.C. | 51% | Gujarat Board |
| 2005 | S.S.C. | 50% | Gujarat Board |

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| **Declaration** |

I hereby declare that the information furnished above is true to the best of my knowledge.