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| Contact Information dhruv-393410@2freemail.com Status: Visit Visa

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| Personal Info |
| * DOB – 04th Jan 1992
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| * Nationality -Indian
* Status – Single
* Gender – Male
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| DHRUV  |
| Summary |
| Dedicated professional highly skilled in the field of Customer Service. Obtaining related position based on my qualification that values dedication and outstanding performance and offers potential for career growth. |

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| Work Experience |
| **Position:**Team Leader. **Duration of service:** 08th July 2017 to July 2019.**ROLES AND RESPONSIBILITIES:*** Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Provide the team with a vision of the project objectives.
* Motivate and inspire team members.
* Lead by setting a good example (role model) – behavior consistent with words.
* Intervene when necessary to aid the group in resolving issues.
* Facilitate problem solving and collaboration.
* Helping them to achieve their targets.

**GRADE: Certified Employee** **CTO Id: 515740****Position:** Senior Sales Consultant. **Duration of service:** 15th Jan 2015 to July 2017.**ROLES AND RESPONSIBILITIES:*** Follows ups on active leads & pitching for the cars & other products.
* Account maintenance to assist the business activities of corporate.
* Provides customers service up to the mark.

**GRADE: Certified Employee** **VTO ID: 417341****MITHILA HYUNDAI** **Position:** Sales Consultant. **Duration of service:** 29th April 2014 to Dec 2014.**ROLES AND RESPONSIBILITIES:*** Follows ups on active leads & pitching for the cars & other products.
* Account maintenance to assist the business activities of corporate.
* Provides customers service up to the mark.

**ICICI Bank** **Position :** Salary account officer **Duration of service:** July 2013 – April 2014.**ROLES AND RESPONSIBILITIES:*** To provide fundamental support in all phases of customer service.
* Client relationship building.
* Account maintenance to assist the business activities of corporate.
* Establishing and strengthening relationships with Customer &ICICI Bank employees.
* Follows up on leads with additional add on different products

**Achievements**:Awarded certificate from ITM University & ICICI Sales Academy for RETAIL BANKING SALES MANAGEMENT in Feb 2014.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Emonte Pens Pvt. Ltd****Position :** Account Assistant officer **Duration of service:** July 2011- august 2012 **ROLES AND RESPONSIBILITIES:*** Maintaining customers lists
* Prospects data base
* Pricing method / rate cards
* Records reflecting the financial performance of the company
* Profit margins generally and in relation to specific clients

**Achievements**: Appreciated Outstanding Performance number of times.

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| Education Qualification |

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|  PGDM | Welingkar institution | July 2019 |
| T.YB.M.S (Bachelors of Mngt studies) | Reena Mehta College of commerce & management studies. | March 2013 |
| H.SC | St. Annes junior college of commerce & science. | March 2010 |
| S.S.C | Queen Mary High School | March 2008 |

Declaration :I the Undersigned Hereby Confirm That, the Above Given Statements Are True and Correct To the Best of My Knowledge and Belief.Date:Yours Truly,DHRUV |
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