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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Contact Information  [dhruv-393410@2freemail.com](mailto:dhruv-393410@2freemail.com)  Status: Visit Visa   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | Personal Info | | | | * DOB – 04th Jan 1992 | | * Nationality -Indian * Status – Single * Gender – Male |  | | | | |  | | --- | | 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. |  |  | | --- | | 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.   |  | | --- | | Education Qualification |  |  |  |  | | --- | --- | --- | | 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 | |  | |