

CURRICULUM VITAE

Pratik Parekh.

H-7/80 Anandnagar App, Nava-Vadaj Ahmedabad-380013

Cell: +91-9662818856

Email: pratikparekh898@gmail.com

OBJECTIVES:

Experienced Junior Executive with over 3 years of experience in Telecom Industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

Consistently saved costs while increasing profits.

PROFESSIONAL EXPERIENCE:

Infoanalytica Consulting Pvt Ltd, Ahmedabad

March 2020 Till Continue

Designation: Research Associate (Client Support Executive)

Department: Demand Generation

Roles and Responsibilities:

- Conducting Secondary Web Research and Analysis aimed at supporting and maintaining knowledge base of the search engine.
- Extensive internet search for required information and data validation using publicly information available on the internet.
- Ability to optimize/identify keywords of the required information and use them to harvest maximum information And Check the accuracy of the data on the websites by comparing various websites.
- Ability to search for the required data and all that is related to it.
- Data gathering, consolidating, managing, interpreting and curating them to database to enhance end user experience.
- Effectively communicate with clients to gain commitment and achieve set targets.
- Maintain accurate records of all contacts with client and Take accurate enquiry details from client.
- Maintain high standard of personal presentation and Capacity to work both as an individual and as a team.
- Ensure that assigned Productivity targets are met and exceeded.

Hi-Tech Solution LLP, Ahmedabad

May 2019 to March 2020

Designation: Client Support Executive

Department: Web Research

Roles and Responsibilities:

- Conducting Secondary Web Research and Analysis aimed at supporting and maintaining knowledge base of the search engine.
- Extensive internet search for required information and data validation using publicly information available on the internet.
- Ability to optimize/identify keywords of the required information and use them to harvest maximum information And Check the accuracy of the data on the websites by comparing various websites.
- Ability to search for the required data and all that is related to it.
- Data gathering, consolidating, managing, interpreting and curating them to database to enhance end user experience.
- Effectively communicate with clients to gain commitment and achieve set targets.

- Maintain accurate records of all contacts with client and Take accurate enquiry details from client.
- Maintain high standard of personal presentation and Capacity to work both as an individual and as a team.
- Ensure that assigned Productivity targets are met and exceeded.

Vodafone India Venture Ltd, Ahmedabad

April 2018 to Nov 2018

Designation: Junior Executive

Department: Finance Local Domestic Commercial Operation

Roles and Responsibilities:

- Maintaining day to day based provisioning report and Achieving day to day productivity.
- Maintaining daily provisioning accuracy and process correction and Processing the request acquired by the front liner executives or Solving customer queries if any.
- Maintaining provisioning in real time basis as well as Making all relevant reports in proper time.
- Handling real time customer complaints as per priority and Maintaining TAT, Manages Escalation part, HNI Customer and Manages client through E-mail or day to day Target achievements.
- Manages all corporate Product like Prepaid, Postpaid, Support mail, account-sub-merger, bill cycle change also co-ordinate with all department as per circle defined.
- Maintain and manages the Key Performance indicator, Transnational Net Promoter Score Part also Circle wise Target Achievements.

Vodafone India Shared Services Pvt Ltd, Ahmedabad

November 2016 to Mar 2018

Designation: Officer

Department: Finance Local Domestic Commercial Operation

Roles and Responsibilities:

- Maintaining day to day based provisioning report and Achieving day to day productivity.
- Maintaining daily provisioning accuracy and process correction and Processing the request acquired by the front liner executives or Solving customer queries if any.
- Maintaining provisioning in real time basis as well as Making all relevant reports in proper time.
- Handling real time customer complaints as per priority and Maintaining TAT, Manages Escalation part, HNI Customer and Manages client through E-mail or day to day Target achievements.
- Manages all corporate Product like Prepaid, Postpaid, Support mail, account-sub-merger, bill cycle change also co-ordinate with all department as per circle defined.
- Maintain and manages the Key Performance indicator, Transnational Net Promoter Score Part also Circle wise Target Achievements.

ACADEMIC QUALIFICATIONS:

B.E. Computer Science Engineering Manav Bharti University affiliated by UGC and AICTE	6.56%	2013-2016
Diploma in Computer Science Engineering	6.89%	2010-2013
S.S.C	61%	March-2010

Training : I did six month of training on .Net Technology & worked on live Online Shopping System as well as developed final year Diploma project on online shopping 6th semester of Diploma studies.

Project Category: Online Shopping System

Project Category: Web based Application

Company: Elecon Information Technology Ltd

Technology Used: .Net Technology

Institution/University: Institute Of Diploma Studies Nirma University

Duration (Dec 2012 to May 2013): 6 Months

TECHNICAL SKILL SETS:

Operating Systems: Working Knowledge of Windows NT/2000/XP,10.

Software: Internet, MS-Word, Excel along with V-Lookup, Pivot table, PowerPoint And Basic Formulas.

Telecom Software: BCL, UPSS, NCRM, HCRM.

Skills: web research, market research, research analysis, Client service and support, Software Services, Research Analysis, data mining, data Enrichment, data cleaning, lead generation, data collection Operations, Internet Research, web technology.

Strength: Always ready to know new age of technology, Good interpersonal skills, Good communication skills.

Interest: Listening to music, Playing and watching Cricket, watching news like politics and sports.

PERSONAL DETAILS:

Date of Birth : 28th November 1994

Permanent Address : H-7/80 Anandnagar App, Nava-Vadaj Ahmedabad-380013

Languages Known : Hindi, English, Gujarati

Gender : Male

Nationality : Indian

Marital Status : Unmarried

Pratik V. Parekh Ahmedabad (India-Gujarat)

