

RESUME

Ajita Avinash Chivate

Building No A 7, Flat no 11,

Riverview Residency,

53, Sinhagad Road,

Sun city Road,

Pune – 411 052

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Carrier Objective:

To work in a challenging work environment that utilizes my skills & abilities &, offer ample number opportunities. Consistent, clear and simple approach to the industry and grow along with the growth of the company.

Total Work Experience in Customer Service:- 9 Years Experience in Automobile And 5 Years Experience in Telecom Industry.

Current Work Experience

K. Kothari Toyota

1. 3 Years experience in Customer Service as a senior customer care manger.
2. Responsible for maintaining Customer Satisfaction Level above 95%
3. Responsible for Concern Resolution and Retention of the customer.
4. Responsible for proper Route Cause Analysis and Counter Measures
5. Preparing Action Plan Along with Service Manager and concern department HOD.
6. Responsible to monitor the action plans results Daily, Weakly, Monthly.

PREVIOUS WORK EXPERIENCE:-

Sehgal Autoriders Pvt Ltd

2. 2 Years experience in customer service as a Senior Customer Care Manager in Sehgal Autoriders Pvt Ltd

3. Experience to handle Group (7 branches of Sehgal Autoriders Pvt Ltd)

4. From last 2Years consistent performance in SSI at group level

5. Received Award for 100% complaints reduction at group level.

- 6. Responsible for enquiry satisfaction , Order Booking satisfaction, Delivery satisfaction.**
- 7. Responsible to share Analysis on a daily basis to Head Sales, Dealer Principal and Maruti CR .**
- 8. Responsible for timely countermeasures and implementations.**

DSK Toyota

- 1. 3 years experience in customer service as a customer care manager.5 YEARS IN AUTOMOBILE & 5 YEARS IN BHARATI AIRTEL AS A CORPORATE MANAGER.**
- 2. 3 Years Experience in Customer service as a SSI VERTICLE HEAD at DSK Toyota.**
- 3. Experience to handle 2 branches in Pune (Bavdhan & Model Colony)**
- 4. From Last three years consistent performance in SSI vertical**
- 5. Responsible for Enquiry satisfaction & Analysis to be shared with COO & GM SALES.**
- 6. Responsible for Order Booking satisfaction & Analysis to be shared with COO & GM SALES.**
- 7. Responsible for Delivery Satisfaction & Analysis to be shared with COO & GM SALES.**
- 8. Best-In-Town Award from Toyota (two times in a row for Bawdhan branch)**

PROJECT SUMMARY:

PROJECT GIVEN TO ME AS A SSI VERTICLE HEAD TO ASSURE 100% RECOMMENDATIONS FROM CUSTOMERS AT ENQUIRY STAGE, ORDER BOOKING STAGE & DELIVERY STAGE. WE ARE CONSISTENT IN 100% RECOMMENDATIONS

Kothari Hyundai

Two years experience in customer service as a customer care manager .

- 1. Experience in handling two branches in Pune (kondhwa & Kharadi)as a Customer Care Manager. First given responsibility for one workshop then given two workshops.**

2. Experience to handle more than 2000 customers in a month including both the branches.

3. Received CSI incentive cheques three times from Hyundai for best performance in west region

In CSI monthly survey, consistent good performance for 2 years

4. Responsible for daily Business at both the branches

5. Responsible to check the PSF (Post Service Follow Up) entries into the system 3rd day 15th day which is done by CREs.

6. Responsible to check the daily complaint forms personal involvement to check the customer concerns & get it resolved by coordinating with the service manager.

7. Monitoring on daily DSI cards collections & satisfaction of the customers as soon as get any negative DSI

8. Responsible to get it analysis and minimize the concern complaint weak area.

9. Responsible to do a daily analysis like (PSF Analysis, DSI Analysis, SOP analysis , Repeat Visits & Revisits analysis). Root cause analysis.

10. Responsible for Cold Calling, CATI Calling , JDP Calling activities

PROJECT GIVEN :-

PROJECT GIVEN TO ME TO INCREASE CUSTOMER SATISFACTION LEVEL. WORKSHOP WAS IN CRITICAL SITUATION CONSISTENTLY FOR VERY LONG PERIOD.

WITHIN MONTH, THAT WORKSHOP CAME UNDER GOOD PERFORMANCE & NOW CONSISTENT FROM LAST 3 MONTHS.INCLUDING THE BUSINESS

TELECOM INDUSTRY WORK EXPERIENCE 5 YEARS

BHARTI AIRTEL LTD

WORK SUMMARY

1. 5 + Years of total experience in customer service as a branch manager & Corporate Relationship Manager in Bharati Airtel

2. Experience to handle 8 branches in Poona as a branch manager

3. Experience to handle 100+ team members

4. Experience to handle the customer queries & complaints effectively

5. Received appreciation mails from the customers for the delighted experience
6. Experience in conducting the events in the branches for the customers reason behind to increase the customer delights & to assure them for at all the time for best service
7. Experience in conducting delight activity for the customers in the branches for full day e.g.: Conducted Sales & Service Mela to the Airtel customers, in which giving world-class services to the customers, at the same time giving free gifts to the customers
8. Work with the team players & motivating them on time to time
9. Involve in giving trainings to the Customer relation ship officers & groomed them to move in next level
10. Hiring new team players
11. conducting meetings with the team players on weekly basis & monitoring them on their performances
12. Conducting meetings with Channel Partners & informing them that how to improve the performance of the Branch on a monthly basis
13. Daily Monitoring hygiene in the branches, timely giving instructions to the Branch owners & getting the rectifications done
14. Received awards for the team & individual performance in 2009 2010
15. In Poona 8 branches has come in PAN INDIA level, Third party audit which is conducting by the company to check the performance of the Branch & to check the satisfaction level of the customer , all the branches are in pan India Top 10
16. Received Award from the ZONAL BRANCH MANAGER

PROJECTS :

1. INCREASE SALES IN THE BRANCHES (AIRTEL)

Increase the motivation level of the Customer Relationship officers in all the branches , Giving extra incentives to the team who will do the best , Monthly targets given to the team players , & motivating them by sending the appreciation mails , who is not performing push him to the next level to do the best,

Result: sales has been increased from 30 to 150 in one branch

2 PUSH THE BRANCHES ON THE PAN INDIA LEVEL IN THE AUDIT PARAMETERS

Weekly meetings are conducting with the branch owners & the team players to make them understand that where we are loosing & where have to work hard to achieve the milestone in PAN INDIA LEVEL AUDIT, Intention to improve the satisfaction levels among the customers, 1. Initiate the process in branches to give the feedback forms to the customers & taking the feedback from the customer, 2. Initiate the process to callback the customers & inform about their feedback taken & we worked accordingly, Invite them to visit again in the BRANCH to feel the difference. Captured the customer number in system & send the number to Zonal Team, 3. Initiate the process in the branches about the service recovery ,giving on the spot resolution to the customers about their queries & giving customers surprise gift & delight them, result is increased the brand assurance amongst the customers

Result: Satisfaction level increased & security increased amongst the customers , All branches were on 43% on satisfaction level Now it got increased to 100% on PAN INDIA LEVEL , 8 branches have come up in Third Party Audit in PAN INDIA

IN DETAIL Work Experience:

BHARTI AIRTEL LTD

Work Profile:

Handling Showroom's as a Showroom Managers Got Promoted to executive Level on a band SM

Work Profile:

- ❖ Handling Showrooms as a Showroom Manager at Poona
- ❖ Preparing fortnightly / monthly MIS reports
- ❖ Handling all Office Administrative assignments
- ❖ Driving Showrooms are in KPI ICE & Documentation CTA , IMRB
- ❖ Focusing ARC on a World-class Service to be provide to the customers
- ❖ Calling and phone interviewing Candidates, sourcing new candidates via referrals
- ❖ Handling Showroom KPI in Churn Retention as well as drive the ARC to come up in PAN India level
- ❖ Monitoring the all FOS & CROs collection the document & Mel Pendency
- ❖ Resolving service issue are assign out of each Showrooms in Pune interims of barring/ unbarring problem of end customer

- ❖ Team Bonding , Team Break Fast & instant RNR & doing on job training for the CRO in the Showrooms
- ❖ Running Contest for the CRO like retention ,Best Cashier ,best Innovative Idea,
- ❖ Running Show room for E bill Penetration & ECS SI Contest
- ❖ During the festival season running the contest for the customers

BHARTI AIRTEL LTD

(From Feb 2009 to October 2009)

(Corporate Relationship Officer)

Work Profile:

- ❖ Handling corporate complaints and problems.
- ❖ Updating corporate customer requests about billing and technical issues through I-CRM application (I CRM Application).
- ❖ Updating CSG Systems i.e. billing and Payment Receipt Systems customer care.
- ❖ Focus on quality sales and issue resolving for subscribers.
- ❖ Handling requests of Network issues at technical level.
- ❖ Responsible for daily activation and provisioning issues (STD/National Roaming/Value Added Services)
- ❖ Complaint Management - to ensure utmost reduction in complaints & minimize churn
- ❖ Identify inefficiencies, areas to improve, formulate action plans and implement changes
- ❖ Co-ordination and data management for regulatory issues related to Network Services

ALLIED COMMUNICATIONS: (TATA INDICOM Franchisee)

(From November 2003 to January 2005)

CCE (Customer Care Executive)

Work Profile:

- ❖ Handling customer complaints and problems.
- ❖ Updating customer requests about billing and technical issues through e-CRM application (Oracle Application).
- ❖ Focus on quality sales and issue resolving for subscribers.

Educational Qualification:

B.Com	Pune University	First Class
H.S.C	Maharashtra Board	First Class
S.S.C	Maharashtra Board	First Class

Additional Qualification:

Japanese from Kaizen Institute. (Basic Level)

Technical Qualification:

Completed DNIIT from NIIT.

Knowledge of MS-Office, Internet.

Personal Profile:

Name	:	Ajita Avinash Chivate
Address	:	Building No A 7, Flat no 11, Riverview Residency, 53, Sinhagad Road, Sun city road, Pune – 411 052.
Date of Birth	:	26 th Jan 1983.
Martial Status	:	Married
Contact No.	:	91 – 9881844136
E – Mail	:	ajita.chivate@gmail.com

Languages Known : English, Marathi & Hindi.

Hobbies : Listening Music, Interacting with People,
Reading.

Place: Pune

Date: