

Personal

-  **Address**
2 Opera Flat, Opp Maulik Flat vikasgruh Road
Paldi
380007 Ahmedabad
-  **Phone number**
9998249683
-  **Email**
hiteksha15990@gmail.com
-  **Date of birth**
15-09-1990
-  **Place of birth**
Ahmedabad
-  **Gender**
Female
-  **Nationality**
Indian
-  **Marital status**
Married

Skills

Microsoft Word	
Excel	
Power Point	
Citrix	
CRM(Vodafone)	
Nuance	

Work experience

Senior Executive Vodafone India Services, Ahmedabad	Jun 2017 - Present
Job Profile: Ø Part of Web chat & Social Media customer service for Vodafone UK. Ø Meeting targets set by client. Ø Meeting Daily run rate like NPS, NBA, first call resolution. Ø Achieving the desired revenue set by the management. Ø Monitoring Calls, Chats on Quality and Customer Satisfaction parameters. Ø Measuring overall team performance and representing monthly data to Leads related to performance. Ø Major Concentration on Monthly grid, score card, incentive plans for team. Ø Handle customer grievances and resolving issues.	
Store Manager Bharti Airtel Ltd., Ahmedabad	Sep 2014 - Apr 2017
Work profile: Ø Handling store activity and sales target monthly. Ø Handled staff of 6 CROs in team. Ø Review of store and report handling which needs to be report to ZBM of the company.	
	Sep 2021 - Jul 2021

Education and Qualifications

MBA(HR) KSOU, Karnataka	Jul 2014
BBA Gujarat University, Ahmedabad	Jul 2010
HSC GSHEB, Ahmedabad	Jul 2007

Achievements

- Achieved Store manager of the month in Ahmedabad Zonathone
- Highest Data Seller of the quarter in Amehadabad Zone received in 2015.
- NPS of the month for consecutively 3 months in 2017.
- NPS of the month received in Sep-2019
- Employee of the month received in Aug-2021.
- Beat your Best FCR received in Aug-2021.