

RAHUL KADEDEEN GUPTA

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Address: E/708 Triveni Sangam Gundavali Azad Road Andheri East Mumbai:400069

Working dedicatedly to achieve my own goals and contribute towards the Organization's progress. Would like to work in most challenging position that provides ample opportunities to learn and contribute.

EXPERIENCE

20/01/2019 TO 31/10/2019

OPERATION, QFIX INFOCOMM PVT LTD.

- Fostered a robust, sustainable network of users in PAN India, leveraging strong listening, presentation, and closing skills to optimize sales results despite previously dominant multiple competitor advantages.
- Demonstrated an unwavering commitment to customer service, adding new customers while maintaining On-the Go service levels with existing accounts.
- Handled approximately 200+ merchants (end to end) with transactions worth INR 200+ Crores, including IIT Roorkee, IIM Indore, GD Goenka Public School, S.R International School, Schools among others.
- Working in the front-end operations dealing with testing of the software, maintaining the quality analysis and Relationship maintenance with the client by closely working with the bank Zonal head, Area Head, Relationship Managers, . Handling Operation PAN India Other responsibilities include Escalation Management, Reconciliation, Task Management, Quality Assurance.
- Handling calls center team of 5 as Team Lead and closely monitoring and resolving escalation from customers.

01/03/2021 To Present

QUALITY CHECK ENGINEER, Do-It Impex Pvt Ltd

- Check all the Component is in working condition or not before delivering to assembly unit.
- Check all the Machine which Is from 2mA to 200mA before delivering to Dispatch unit. Provide training to client. Maintain Production team to get ready machine on time.
- Assemble the component on PCB board while seeing circuit diagram. Look into the Escalated case.

EDUCATION

MARCH 2011

SSC, SHREE N.D BHUTA HIGH SCHOOL, MUMBAI

JUNE 2013

HSC, SHREE G.P.M DEGREE COLLEGE, MUMBAI

JUNE 2015

DIPLOMA, THAKUR POLYTECHNIC, MUMBAI

JULY 2018

B.E, THAKUR COLLEGE OF ENGINEERING AND TECHNOLOGY

SKILLS

- Relationship Management
- Team Management
- Project Management
- Escalation Management
- Electronic hardware Testing and quality check of Machine

ACTIVITIES

Completed project on **Wireless Sensor Based System** for Farm Field Monitoring and Plant Protection other project include Intelligent Shopping Cart, Wireless Power Transfer and CAN Protocol.

Active participant in social, cultural and sports activities throughout school and college life.

Visited Kerala as a part of industrial visit in 2018 at TCET, Mumbai

PERSONAL INFORMATION

Date of Birth - 03/06/1995

Place of Birth - Mumbai

Nationality - Indian

Languages knows - English, Hindi, Marathi

Marital Status - Single

Hobby - Travelling

I hereby declare that all the information provided by me in this resume is factual and correct to the best of my knowledge and belief.