

CURRICULUM VITAE

Pratik Parekh.

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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:

Info Analytica Consulting Pvt Ltd, Ahmedabad

March 2020 Till Continue

Designation: Research Associate (Lead Generation 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.
- Scrap the data using different tools.
- Developing and Maintaining the Prospect database.
- Market research and testing in new and growing markets.
- Lead Generating campaigns via email.
- Assisting the sales team to progress the sales cycle.
- Email Marketing Campaigns.

Hi-Tech Solution LLP, Ahmedabad
Designation: Client Support Executive
Department: Web Research
Roles and Responsibilities:

May 2019 to March 2020

- Conducting Secondary Web Research and Analysis aimed at supporting and maintaining knowledge base of the search engine.
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- 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.
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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, Email campaign using with Microsoft 365.

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 Ahmadabad (India-Gujarat)

