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Tejas Dixit

*Enthusiastic & result-driven professional targeting challenging and rewarding opportunities in **Marketing/Market Research** with an organization of repute*

Profile Summary

- ▶ **Result oriented** professional in with **over 3** years of experience in **Backend Operations, and Client Servicing**
- ▶ **Comprehensive understanding of concepts of Marketing**, Market Research, and Data Science & Analysis
- ▶ Worked as a **member of cross-functional team**; coordinated for feasibility of new processes and clarifying the doubts, if any
- ▶ Delivered **customer centric operations** & ensured customer satisfaction by achieving service quality norms; interfaced with clients to address their **queries/ complaints/ issues** on priority in order to achieve customer satisfaction matrices
- ▶ **Significant knowledge of Data Science & Python**, C++, Java with skills in Simulation/ Programming Software: LABVIEW, MATLAB, MultiSim
- ▶ **Compassionate and versatile team player** with exceptional adaptability, strong analytical & superlative communication skills

Education

- ▶ **2018: Master of Management Studies (MMS)** from MET Institute of Management University of Mumbai with 72%
- ▶ **2014: Bachelors of Engineering EXTC** from FCRIIT, Vashi (University of Mumbai) with 62.67%

Technical Skills

- ▶ MS Word
- ▶ MS Excel
- ▶ MS PowerPoint
- ▶ Internet Applications

Work Experience

Dec'17 – Present with ICICI securities, Mumbai as Assistant Manager – Client Operations

Oct'14 – Apr'15 with Globe Teleservices, Mumbai as Carrier Relationship Manager

Key Result Areas:

- ▶ Showcasing **excellence in ESOP clients loan repayment**, daily MIS tracking, and facilitating error resolution with the help of IT
- ▶ Steering **stock enable and disable**, Evoting tracking and ensuring contract notes printing & postage tracking
- ▶ **Extending support to backend process** of broking firms including pay-in, pay-out and buybacks; managing end-to-end settlement transaction of payout to the client and recovery of funds payin
- ▶ Maintaining a **cordial business relation with the clients** and gaining an understanding of clients' internal processes & workflow for ensuring better service delivery and CSAT levels
- ▶ Facilitating **smooth execution of day-to-day tasks**, developing **monthly action plans**, monitoring progress and preparing **weekly reports** for Senior Management review
- ▶ Partnering with **internal stakeholders to define right requirements**; recommending new opportunities on the basis of inputs received

Knowledge Purview

Backend Operations

Marketing

Client Relationship Management

MIS & Reporting

Market Research & Intelligence

Data Science

Complaint/Escalation Management

Cross-functional Coordination

Soft Skills

Communicator

Influential

Change Agent

Negotiator

Decision Maker

Collaborator

Internship

May'17 – Jul'17 with GP Parsik Bank, Mumbai as an Intern

Academic Projects

- › CSR projects
- › HCDT: Reward bin
- › Hockey Score Indicator: Final Year Project
- › Digital Counter: Digital project used in industry to count the objects
- › Air Mouse: Implemented mouse of PC through accelerometer
- › Portable Oscilloscope: Analog & digital that implements oscilloscope on PSOC 4
- › Other Projects: Obstruction Detector Robot, Battery Charger, Quiz Button, Calculator using Matrix Keypad, Bubble Level Indicator, Temperature Sensor

Extracurricular Activities

- › Core Committee member of MET college
- › Placement coordinator of MET college
- › Co-Management of Met UTSAV
- › Class representative for the class
- › Paper presentation on wireless hockey scoreboard in IRCRAET (International Research conference on Recent Advances in Engineering and Technology) in Pune
- › Recognized for exceptional performance and won:
 - 1st Price in Tug of war competition in FACES'13, Festival of FCRIT, Vashi
 - 1st Price in Football competition in FACES'12, Festival of FCRIT, Vashi
 - 1st Price in FOOTBALL competition in FACES'11, Festival of FCRIT, Vashi
- › Facilitated participation in ROBO-MAZE competition at Extacy-12 organized by IETE-ISF-ETSA of EXTC Department of FCRIT, Vashi

Workshop and Seminars

- › Attended and participated in
 - CAPAM 2017 seminar
 - LOOPS; a single day lecture-series organized by IETE-ETSA council
 - Android Workshop held in ETAMAX, Technical Festival of FCRIT, Vashi
 - Eduvance workshop held by cypress
- › Managed:
 - Seminar for HR conclave
 - AIMA; held in college
 - Inbound seminars and outbound activities for junior batches

Personal Details

Date of Birth: 16th May 1992

Languages Known: English, Hindi and Marathi

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