**Gaurav Mittal**

6 Pankajini Chatterjee Road Badam Talla Tollygunge, Kolkata, WB 700033 • 990 331 3555 • mittalg123123@gmail.com

**Professional Summary**

Adaptable, Diligent and Dedicated individual with over 15 years experience in implementing and developing improvement processes through collaboration with cross-functional teams. Specialties include achieving set targets, generating new strategies and maintaining accurate records. Skilled in market research, project management, and statistical analysis. Organized and analytical with excellent written and verbal communication skills. Committed to increasing efficiency and reducing department spending. Ambitious and results-oriented with expertise in creating strategic alliances with organizational leaders to effectively align with and support initiatives. Progress-driven planner adept at building and retaining high-performing teams.

**Skills**

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| * Staff management
* Deadline driven
* Strategic planning
* Team leadership
* Product development
 | * Customer service
* Team standards
* Workflow planning
* Quality Assurance
* Data collection and analysis
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**Work History**

Sr. Manager, **Operations** 12/2019 to 06/2020

Smart Call Centre Pvt Ltd – Kolkata, WB

* Providing guidance to direct reports, typically comprising first-line managers and supervisors.
* Ensuring clarity around priorities and goals for the entire functional area.
* Produce revenue forecasts and devise methods of making more accurate predictions.
* Establish expectations for and train sales staff to meet sales objectives.
* Report sales plans and results to management, make recommendations for future objectives.
* Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
* Worked with the management team to implement the proper division of responsibilities.
* Shared best practices for sales and customer service with other team members to help improve the team's efficiency.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.

Country Logistics Head, 06/2019 to 11/2019

M.D. Movers – Kolkata, WB

* developed business by gaining new contracts, analysing logistical problems and producing new solutions.
* plan and manage projects and work on new supply strategies.
* liaised and negotiated with customers and suppliers
* managed stock levels, delivery times and transport costs.
* continually implemented favourable strategies to try and improve business performance within the constraints of legislation, fuel costs and rising environmental pressures.
* allocated and managed staff resources according to changing needs.

Administrative & HR Head, 08/2016 to 03/2019

Maven Infotech Pvt Ltd – Kolkata, WB

* Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
* Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
* Utilized strong time management and organizational skills to ensure smooth and seamless operations.
* Completed special projects to meet and exceed the goals of both the human resources department and the overall organization.
* Liaised with vendors to order and maintain inventory of office supplies and to obtain most cost-effective pricing.
* Supported business goals and improved productivity.
* Proper vendor management including food, transportation and stock management.
* Developing and implementing HR strategies and initiatives aligned with the overall business strategy.
* Managing the recruitment and selection process and serve as a link between an organization's management and its employees.
* Overlooking proper recruitment, hiring and retention of skilled and qualified employees.
* Preparing or updating employment records related to hiring, transferring, promoting, and terminating.
* Create training and development programs that are essential to fostering a good employer-employee relationship.

Head Of Verification & Quality Control, 07/2013 to 07/2016

Maven Infotech Pvt Ltd – Kolkata, WB

* Implemented planned strategies which resulted in substantial growth of customer base.
* Worked directly with management and sales department to brainstorm, discuss strategy and mitigate any issues.
* Responded to customer requests via telephone and email and effectively answered questions and inquiries.
* Developed new process for employee evaluation which resulted in marked performance improvements.
* Supported Chief Operating Officer with daily operational functions.
* Verified data integrity and accuracy.
* Answered calls, emails and faxes regularly, addressing customer inquiries, solving problems and providing new product information.
* Copied, logged and scanned supporting documentation and placed all information on ftp.
* Ensuring proper implementation of quality parameters before sending any order for further processing.
* Formulate proper quality control policies and creating various check points to ensure only the proper orders are processed further and rest getting rejected.

Head of Operations, 07/2009 to 06/2013

Maven Infotech Pvt Ltd – Kolkata, WB

* Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
* Trained team on all aspects of operating procedures and company services.
* Provided constructive criticism regarding quality assurance on collections team phone calls.
* Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
* Directed training of new team members and mentored each to promote productivity, accuracy and friendly service.
* Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
* Worked with the management team to implement the proper division of responsibilities.
* Shared best practices for sales and customer service with other team members to help improve the team's efficiency.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.
* Handled all customer relations issues in a gracious manner and in accordance with company policies.
* Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve targets.
* Implemented new working processes which delivered continued improvements.
* Mentored new sales associates to contribute to the company's positive culture.
* Regularly achieved daily, weekly and monthly targets to meet the revenues and generate profits.

Team Leader - Operations, 05/2007 to 06/2009

Vishnu Solutions Pvt Ltd – Kolkata, WB

* Trained team on all aspects of operating procedures and company services.
* Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
* Directed training of new team members and mentored each to promote productivity, accuracy and friendly service.
* Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
* Drove team revenue totals by bringing in regular sales.
* Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
* Worked with the management team to implement the proper division of responsibilities.
* Responded to all customer inquiries thoroughly and professionally.

Customer Service Representative - Operations, 04/2005 to 04/2007

Vishnu Solutions Pvt Ltd – Kolkata, WB

* Provided primary customer support to internal and external customers in a fast-paced environment.
* Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
* Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
* Achieving daily, weekly and monthly targets assigned by the manager

**Education**

Graduation: Bachelor’s Degree in Commerce (Honours), 2008

The Bhawanipur Education Society College (University of Calcutta) - Kolkata, WB

Class 12 (High School): Commerce, 2005

Birla High School (CBSE) - Kolkata, WB

Class 10: High School Education, 2003

Birla High School (CBSE) - Kolkata, WB

**Date of Birth** – **19th September, 1986**