**RESUME**

**Eklavya P. Mahida**

* **ADDRESS:**

Azad Hsg.Soc,

5thFloor, Room No.501,

Ratanbai Compound,

Shivaji Nagar, Thane-400604

Maharashtra

Phone: 9320659691

EMAIL: mahidae@gmail.com

* **PERSONAL DETAILS:**

**Date of Birth :** 31st Aug 1991

**Gender :** Male

**Marital Status :** Single

**Nationality :** Indian

**Hobbies :** Playing Cricket & listening songs.

**Languages Known :** English, Hindi, Marathi & Gujarati (mother tongue)

* **WORK EXPERIENCE:**
* **WNS - (22nd July 2014 to 5th Jan 2017 ).**
* Working with WNS -Flipkart process for 2 year 5 months, joined as a Associate operator and got redesigned to Senior Associate operator***.***
* Promoted as an SME and handled OJT batches 6 months
* Promoted as an Aux. Trainer and trained OJT batches for the process and was then promoted to Escalation Desk.
* **Agate Business Services Pvt. Ltd & Narith Business Services Pvt. Ltd – ( 8th May 2017 to 11th Dec 2019)**
* Worked with Agate/ Narith –**SOTC International travels process** for 2 year 7 months, as a **Service Team Leader.**
* Ensuring - TAT’s welcome calls, Visa appointments.
* Ensuring calls and post sales services are met as per Client requirements. Speaking/verifying details sent to customers. Verifying emails sent to customers with the tour details and ensuring no services are delayed.
* Handled Call Centers for service industry Pan India. (Shimla/Noida/ Navi Mumbai / Borivali).
* **Towards Solutions LLP – (13th Dec 2019 – 30th April 2020).**

Worked with Towards Solutions –**SOTC International travels** process for 4 months, as **Assistant Manager.**

* Ensuring - TAT’s welcome calls, Visa appointments.
* Ensuring calls and post sales services are met as per Client requirements. Speaking/verifying details sent to customers. Verifying emails sent to customers with the tour details and ensuring no services are delayed.
* Handled Call Centers for service industry Pan India. (Shimla/Noida/ Navi Mumbai / Borivali).
* **COMPUTER SKILLS :**

 Basics Computer Knowledge, MS Office (Excel, Power Point, Word)

* **EDUCATIONAL QUALIFICATION:**

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|  | **SCHOOL/COLLEGE** | **YEAR OF PASSING** | **Grade** |
| S.S.C. | Navbharat nutan vidyalaya | 2007 | 53% |
| H.S.C | H.K.Gidwani College | 2009 | 49.83% |
| T.Y.Bcom | Sandesh College | 2012 | 62% |

* **OBJECTIVE:**

 To provide creative and constructive ideas, effectively contribute towards the goals of the organization and grow along with the organization.

**(Eklavya P.Mahida)**