

BHAVESH BHOIR

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EDUCATION

June 2021	Masters of Business Administration (Marketing)	Alliance University
June 2011	Bachelor of Commerce	Mumbai University
June 2008	Pre-University College (PUC) HSC Board	N.G. Acharya College
June 2005	SSC	Lokmanya Tilak High School

PERSONAL STATEMENT

Having over 8.5 years experience in Operations functions, Senior Customer Service roles, and a variety of administrative roles, I have developed the analytical and creative abilities to resolve customer problems, execute administratively complex projects, and formulate constructive business plans. My strong interpersonal and communication skills make me an ideal team leader and salesman with a keen interest in customer issues and needs.

I am currently pursuing my Master's in Business Administration through a distance learning program offered by Alliance University, and I expect to graduate in 2021. My goal is to make a significant contribution to a growth-oriented organization and I seek to work in a position that involves creativity and which constantly challenges me and motivates me to excel in different high-pressure situations.

ACHIEVEMENTS

June 2019 – Present

SIHASN

- Headed of Operations managing all back-end processes from warehouse management, inventory tracking, supervision of workers and manufacturing team, procurement and vendor-relations, logistics and last-mile delivery functions, and customer service
- Reported to Senior Management on all back-office operations and gave critical feedback and insights that impacted key, strategic decisions for the company's sales and expansion strategies

July 2016 – June 2019

NILKAMAL

- Pan-India Head of Customer Service Management handling all customer queries and employing an omni-channel strategy which included channels like email, chat, and social media
- Trained customer service executives across the company, Managed and Supervised 8 Senior Executives
- Implemented SAP across the organization to service and resolve all customer service issues

October 2013 – June 2016

METRO ONE OPERATION

- Customer Service Officer successfully completing the ISO Audit 2001 qualifications
- Managed all customer service queries and resolved all grievances and issues within stipulated TAT through various channels and entrusted with primary ORM (Online Reputation Management)

June 2011 – October 2013

EZEEGO1 TOURS & TRAVELS LTD

- Senior Executive tasked with driving B2 sales and managing customer service queries
- Extensively applied the CRS (Computer Reservation System), Galileo for sales and CRM deliverables

SKILLS

- Proficient in use of MS Office applications
- Competent and familiar with using ERP and CRM software for customer service and sales functions
- Written and spoken proficiency in English, Hindi, and Marathi