

RAVI KISHOR SARVAIYA

Contact: 9930523747 | Email: ravi.11061992@gmail.com

Dear Hiring Manager,

I am writing to express my interest in the position of Customer Service Manager / Operation Manager within your organization. With excellent leadership skills and commitment to company objectives, I believe I would make a significant contribution towards the benefit of your company.

I have completed my Bachelor of Commerce @ KES Shroff College (Kandivali), Mumbai University, TYBCOM. During my engagement I have gained in depth understanding of variety of public relations efforts including external communications planning, internal communications, Escalations, issues management and media relations.

I also have a highly accomplished career with experience in social media trends and strategies across various media platforms.

I have worked with Sony Customer service Department from Oct-2013 to July-2017 as a Customer service Operation Manager.

I am Currently Working as a Service Operation Manager at Huawei customer service department. Since July 2017.

Managing Escalation, Cash Management, CRM Management, Coordination with Brand, Team Management, Logistic Management & also completed **PGDSCM** (Post graduation diploma in Supply Chain Management) in A.Y. – 2018-19 from Narsee Monjee college of Management studies @ Vile-Parle Mumbai.

I would welcome a discussion regarding opportunities with your organization that fit my background. Please feel free to contact me by phone or email as listed above.

Thank you for your consideration and I look forward to speaking with you soon.

Yours Sincerely

Ravi

Ravi Kishor Sarvaiya

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Behind Anand Hospital.
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OBJECTIVE:

To achieve a dynamic career reflecting expertise in Advertising and Public Relations and seeking a position where my skills and experience may be fully utilized and further honed.

EDUCATION:

Qualification	Institution	University/Board	Year of passing	Percentage of marks
B.Com	K.E.S. Shroff College of Commerece & Science - Kandivali	Mumbai University	2012-13	78%
Higher Secondary Education(XII)	K.E.S. Shroff College of Commerece & Science - Kandivali	Maharashtra State Board	2009-10	77%
Senior Secondary Education(X)	S.V.P.V.V - Kandivali	Maharashtra Board	2007-08	76%

OTHER CERTIFICATIONS AND TRAINING:

- CCNA Professional Course for Computer Hardware Assembling and Software Operating and Networking in 2008

KEY SKILLS:

- Creative and Innovative Script Writing
- Advertising
- Promotion
- Client Relationships
- Cash Management
- Public Relationship
- Team Leadership

PERSONAL DETAILS:

Date of Birth : 11TH June 1992

Gender: Male

Marital Status: Single

Languages Known: Gujarati, Hindi, Marathi & English..

INTERESTS:

- Observation over Consumer needs towards Particular Product & Brand