Resume

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**ANKIT BHAVSAR**

**Bachelor of Commerce**

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| Mobile No : +91-7987255291  Address – Sagar Royal Villas, Block-C, Flat -101, Hoshangabad Road, Bhopal - 462001 (M.P.)  Email ID **:** [ankitgandhibhavsar@gmail.com](mailto:ankitgandhibhavsar@gmail.com) |  |

Objectives

Being an organized and dedicated person I want to be associated with a company where I can utilize my management and technical skills and gain further experience while enhancing the company’s productivity and reputation.

Professional Sumary

A dynamic & result-oriented professional with 14+ years of experience in Voice Base Call center, BPO and Banking Operations, FrontDesk, Cash Counter & Customer Relationship Management; worked with ICICI Bank Ltd., as Customer Service Manager.

Possess experience on the Front Desk, serving customers for their day-to-day requirement & queries,thereby maintaining and enhancing the business relationship with the customers by providing them timely service.

Experience

February 2019 - Till Date | Raw Material Incharge

**RR ISPAT (A UNIT OF GPIL) | RAIPUR , C.G.**

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| **Roles and Responsibilities** |
| * Preparing Daily and Monthly Reports for –   Departments (TLT, Railway, Solar, RE, Pipe Mill, High Mast, cable tray)   * Raw material stock * WIP (Work in progress) Material * Finished good material * Raw material receiving * Raw material issue * Production * Dispatch * Preparing Daily and Monthly Reports for Job Work’s – * Receiving * Issue * Production * Galvanizing * Dispatch * Making Raw material Issue and receiving entry in ERP tool. * Telephonic and email communication to Purchase Department for Raw material purchase. * Coordinating with Sales and Marketing Department for Pipe Mill Finished material. * Attending meetings with statistics of reports with various departments. * Coordinating with different Departments for Report Generation. * Member of Safety Committee. |

September 2015 to February 2019. | Operation/Assistant Manager

Hingloj Energy Systems Pvt. Ltd. | Bhopal , M.P.

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| **Roles and Responsibilities** |
| * Managing day-to-day activities, analyzing statistics and reading and writing reports. * Managing, supervising, monitoring and analyzing the current system of production . * Planning and controlling change. * Overseeing inventory, distribution of goods and facility layout. * Prepare payments by verifying documentation, and requesting disbursements. * Maintains customer confidence and protects operations by keeping financial information confidential. |

October 2012 to August 2015 | Assistant Manager / Branch Banking Operations (Retail)

ICICI BANK LTD. | BHEL ,Bhopal , M.P.

August 2008 to September 2012 | Head Teller

ICICI BANK LTD. | Indore , M.P.

November 2005 to August 2008 | PhoneBanking Officer

ICICI BANK LTD. | Mumbai , Maharashtra.

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| **Roles and Responsibilities** |
| * Handled general administration of the branch and successfully monitored the overall branch operations. * Served more than 100+ customers per day; coordinating for receiving processed cash and remittance of cash received on the counter. * Taking care of corporate customer’s requests like Demand Draft, Pay Order issuance from different branches across the country ; coordinating with the central team to process the customer requests such as Internet Banking Facility, Account modification like Authorized Signatory addition or deletion. * Accountable for processing of Real Time Gross Settlement and request NEFT payment within the stipulated time limits. * Suggesting and implementing measures so as to reduce the TAT. |

October 2004 to June 2005. | Customer Service Executive

Sutherland Global Services PVT.LTD. | International Call Centre, HP Computer (voicebased)

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| **Roles and Responsibilities** |
| * Technical Support for users of HP computer sin U.S. |

Soft Skills

* Active listening
* Effective Communication
* Open Mindedness
* Teamwork
* Creativity
* Leadership
* Management skills
* Problem Solving
* Adaptability
* Willingness to learn

Technical Skills

* Hands on Experience on Microsoft office.
* Hands on Experience on ERP tool.

Hobbies

* Listening music.
* Playing & Watching Cricket.

Personal Details

* Date Of Birth : 26-Nov-1981
* Languages Known : English and Hindi.