**C U R R I C U L U M - V I T A E**

**Shailendra S. Suryawanshi**

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**CAREER OBJECTIVE:**

To gain meaningful employment with a company that will allow personal and professional growth without limiting the opportunity for further enlightenment and enhanced education. Definitely looking for a challenging opportunity.

**Experience:**

Currently working as independent trader in Indian stock market

NISM VIII certified equity derivates trader.

* Worked with SMC GLOBAL SECURITIES as a sub broker from May 2019 to Jun 2020

**Sr.Executive-Customer Relations**

**Shop your world Pvt Ltd Lower Parel**

Jun 2017 – Dec 2017

* Responsible for Customer Service Desk for the Gift zone SBU i.e. online brand store for large corporations.
* Solving queries; provide directions and explanations regarding the use of e-brand store.
* Proactively communicate and follow up promptly on all customer queries, complaints, feedback, etc.
* Appropriate remedial action to be provided to customers if orders un-dispatched, refund, replacement, damaged, etc.
* Proactively escalate major customer issues on priority to the concerned support team.

**Sr. Customer Service Representative.**

**BancTec (TPS) India Pvt Ltd, Vashi**. Oct 2013 – till date

1. Walmart-Vendor Helpdesk:

Monitor timely upload of vendor invoices in system and accounting for uploaded invoices.

Ensuring timely and accurate payments to vendors.

Co-ordinating with vendors for data required for processing invoices.

Ensuring correct booking of VAT/CST charges by vendors.

Maintaining record of pending invoice for payment.

Ensuring booking of invoices as per procedure and co-ordinating with vendors for any exception.

Co-ordinating with commercial team for GRN and PO related queries. Re-conciliation of vendors and resolving vendor queries.

1. HOV services Helpdesk:

Dealing with US/UK clients, convincing users to understand the benefits of e-payment system and then assisting and enrolling them for the e-payment system. Assisting users globally in cloud environment under DOC DNA system for online documentation of data, invoices, storage, collaboration, retrieval and delivery.

Trouble shooting Level 1 IT related issues and if required escalating to concern team to find the root cause if recurring error.

Implementing Action Plan and following up with clients and customers.

Assisting Supervisor in making the daily report, providing figures for the volumes received, escalated and volumes processed.

**Executive-Customer Relations**

**Gifting Ideas Pvt Ltd, Lower Parel**

Nov 2012 – Feb 2013

* Responsible for Customer Service Desk for the Gift zone SBU i.e. online brand store for large corporations.
* Solving queries; provide directions and explanations regarding the use of e-brand store.
* Proactively communicate and follow up promptly on all customer queries, complaints, feedback, etc.
* Appropriate remedial action to be provided to customers if orders un-dispatched, refund, replacement, damaged, etc.
* Proactively escalate major customer issues on priority to the concerned support team.
* Maintain daily reports on CS emails and share the report weekly with a dashboard for internal use for all Gift Zones.

**e-Customer Service Executive Tracmail India Pvt Ltd, Vashi**.

Sep 2010 – Sep 2012

* Solving the queries of the customers, assisting users in enrollment process, providing login information, providing basic trouble shooting steps and escalating issues to the concerned support team as per the severity of the issue.
* Meet Customer Expectations within shortest possible time without compromising on Quality.
* Processing work like Activation, De-Activation, Online Services, Dealing with US & UK Dealers and clients.
* Quality check of the work done by team members.
* Root Cause Analysis of recurring Operational Errors and implement Action Plan and following up with clients.
* Escalating issues to concern team and get it rectified.
* Assisting Team Leader in making the daily report, providing figures for the volumes received, escalated and volumes processed. Training new recruits for domain knowledge.

**Production Supervisor**

**Aravi Fashions, Chembur** Dec 2005 – Aug 2010

* Material inspection, material and output management.
* Meeting clients to get the sample approved, convincing them of the quality of work done to get more business.
* Motivating employees to put their best in increase of production ensuring good quality and accuracy.
* Reporting to manager of daily production and maintenance of attendance and making the roster for the team.

**Education:**

 Pursued Engg in electronics and telecomm till 3rd year but couldn’t continue due to family issues.

• Passed H.S.C (Science) from K.J.Somaiya Jr. College of Science & Commerce with 1st  Class Division.

* Passed S.S.C from Narayana Guru High School, Chembur with 1st Class Division
* Completed graduation in science from Alwar university, Rajasthan

**Additional Qualification:**

* Advanced Diploma in Computer Programming from C-DAC, Chembur.

**Skills:**

* Mastery of Microsoft Office programs (Word, Excel and Power Point).
* Excellent analytical and logical thinking.

**PERSONAL INFORMATION:**

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| Date of Birth: 17th April 1985 |
| Marital Status: Married |
| Nationality: Indian |

In view of the above, I am quite sure that you will give me an opportunity to work in your esteemed organization. I will try my level best to achieve the goal for which your esteemed organization is aiming for.

Place: - Mumbai **Shailendra Suryawanshi**

Date:-