

Sunil Patidar

E-mail- 1993.patidarsunil@gmail.com

Ph-9893686923

Altogether, I personally believe that I would be a great candidate for this job. I am a motivated customer service specialist with 4 years at Wish Holidays Pvt. Ltd in a fast-paced, team-based environment. I am also driven to excel at customer satisfaction and retention, while being very flexible and hardworking.

WORK EXPERIENCE:

Holostik India Ltd

Roles and Responsibilities

CRM PACKAGING:

Operation & Sales Coordinator.

14 March 2022

WORK EXPERIENCE:

- Analyse and determine all standards for packaging lines and ensure compliance to all schedule for processes and develop and maintain all packing orders effectively.
- Monitor and recommend improvements in processes to increase efficiency of packaging department and monitor inventory for warehouse and maintain records of all physical transactions and prepare documents for same.
- Manage all substance transactions and vault access and ensure compliance to DEA requirements and coordinate with production and quality assurance department to ensure adherence to all manufacturing schedules.
- Maintain and ensure compliance to packaging schedule and monitor all packing equipment's and supplies.
- Coordinate with quality and warehouse departments to monitor everyday activities of units and ensure efficient working of both manufacturing and packaging department and ensure continuous improvement in same.
- Manage all work according to packing schedule and maintain an inventory of materials and completion of all projects with required timeframe.
- Develop team environment in department and resolve all packing issues in coordination with quality department.
- Coordinate with plant manager and evaluate all projects and recommend ways to reduce cost and improve quality of all processes and provide necessary training and counselling to employees as per requirement.
- Develop and maintain professional relationships with all external vendors and contractors and improve efficiency process through incorporation of new technology.

WORK EXPERIENCE:

Valorah Resort & Hospitality

Roles and Responsibilities

Snr CRM Grievance:

1 Dec 2021 To 5 March 2022

- ☐ Was Responsible to receive all legal notice and reply to notice
- ☐ Was responsible to Attend consumer case letter and replying to consumer letter
- ☐ Was Responsible for customer case related visit to consumer court
- ☐ Was Responsible to the company against any legal complaints handle and prepare the legal document and submit

Roles and Responsibilities

CRM Member Experience.

14 Sep 2021 To 30 Nov 2021

- ☐ Improve customer service experience, create engaged customers and facilitate organic growth
- ☐ Attend walking customer and resolved query
- ☐ Reservation related help to customer
- ☐ Take ownership of customers issues and follow problems through to resolution
- ☐ Set a clear mission and deploy strategies focused towards that mission
- ☐ Develop service procedures, policies and standards
- ☐ Keep accurate records and document customer service actions and discussions
- ☐ Analyze statistics and compile accurate reports
- ☐ Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- ☐ Keep ahead of industry's developments and apply best practices to areas of improvement

Wish Holidays Ltd.- Dubai

July, 2017 - April, 2021

Snr. Operations Manager

Roles and Responsibilities:

- ☐ Was responsible to handle tour escorting to various domestic and international destinations such as Malaysia, Dubai, Thailand, Mauritius and many Indian places.
- ☐ Day to day group operations like negotiating with hotels and international vendors and international clients.
- ☐ Handling the queries of the clients.
- ☐ Event Management
- ☐ Was responsible to get the best price for Flight Bookings.
- ☐ Work closely with Finance and Marketing to create or obtain budgets for all tours and promotional events.

Operation Manager:

Roles and Responsibilities:

- ☐ Managed the day-to-day operations of large volume convenience store & gas station.
- ☐ Oversaw the daily & weekly activities of ten 10 employees.
- ☐ Ensured employees were paid correctly and timely in accordance with company policy.
- ☐ Performed all purchasing & inventory duties.
- ☐ Trained all new employees in compliance with company policy.
- ☐ Responsible for hiring & firing of employees.
- ☐ Handling cash & cheque and depositing it into bank.

Educational Qualifications:

- 10th Class from MP State Board (2009)
- 12th Class from MP State Board (2013)

Certifications:

- Diploma in Computer Application. (2009)
- Hardware & Networking (2009)
- International Hospitality Management in Tours and Travels (2017)

Skills:

- Customer Services Focus
- Maintenance Knowledge
- Adaptable
- Attention to detail
- Strong Client Relation
- Sales Experience
- Proficient in Cash Management
- Ability to travel on regular basis
- The ability to sit for prolonged period of time and view computer screen
- Highly organized and ability to multi-task

Computer Skills:

- Strong computer skills including MS Office (Word, Excel & Outlook) and an intimate knowledge of the internet.
- CRM Sales force software knowledge.
- Typing Speed: 35-37 wpm.
- Install and un-install software
- Installation of operating system
- Troubleshoot PC

Hobbies:

- Listening Music
- Reading
- Playing Piano
- Singing

Personal Details:

Name	Sunil Patidar
Date of Birth	01-03-1993
Marital Status	Married
Permanent Address	Dhar Tehsil & District Dhar, M.P
Languages known	Hindi , English & Gujarati

Declaration:

I hereby declare that all the information given above is exact to the best of my knowledge and believes.

Place: Ahmedabad

Date:

(SUNILPATIDAR)