

PRANAV SATBHAI

Tel.No.+91-9156993743, +91-8999513743

Email: pranavsatbhai@gmail.com

CAREER OBJECTIVE

To make a notable contribution to a company with my analytical and interpersonal skills by resolving customer problems and issues in an efficient manner.

SKILL SETS

Incident Management, Service Now Ticketing, KPI Reporting, Communication Skills, Interpersonal Skills, Time Management and Organization Skills, Microsoft Office (Excel, PowerPoint, Outlook), G-Suite (Google Docs, Google Sheets, Gmail), and Data Modelling.

CAREER

Senior Process Executive - Quality Analyst

January 2022 – Present

COGNIZANT TECHNOLOGY SOLUTIONS PVT LTD.

Roles and Responsibilities

Quality Assurance & Coaching

1. **Performance Monitoring:** Monitored calls and cases to evaluate domain knowledge, accuracy, and communication ability.
2. **Feedback & Coaching:** Provided regular performance feedback and coaching to agents and outliers on a one-to-one basis.
3. **Floor Coaching:** Coached agents and outliers on the floor with respect to domain and communication skills.
4. **Reporting:** Generated daily, weekly, and monthly reports for internal purposes.
5. **Internal Monitoring:** Ensured internal monitoring was in sync with external scores provided by clients.
6. **QA Feedback:** Provided weekly QA feedback to supervisors to help them analyze trends with the team.
7. **Case Calibration:** Conducted regular case calibrations with the team to ensure minimum differences in ratings.

Team Development & Leadership

1. **Team Huddles:** Conducted regular huddles with various teams and training batches to share client expectations and trends observed.
2. **Performance Analysis:** Analyzed performance data for the team, chalked out improvement plans and executed them for the bottom quartile.
3. **Liaison:** Liaised with customer counterparts for any knowledge transfer (KT) that happened.
4. **RCA & Training:** Conducted RCA on fatal errors and provided inputs for further training needs.
5. **Quality Improvement Plans:** Suggested quality improvement plans.
6. **Refresher Training:** Conducted refresher training on process, ticket documentation mandates, customer handling, and communication skills.

Technical & Knowledge Management

1. **Technical Skills:** Ensured that technical skills were always updated for new support services.
2. **Knowledgebase Updates:** Helped in updating the knowledge base.

Customer Relationship Executive

March 2021 – July 2021

MIRROR REVIEW MEDIA AND TECH PVT LTD.

Roles and responsibilities

Customer Relations & Liaison

1. Served as the primary point of contact for key accounts, building strong relationships and ensuring customer satisfaction.
2. Handled all inbound customer inquiries and requests via phone, email, and in-person meetings.
3. Negotiated contract terms, pricing, and service level agreements with customers.
4. Collaborated cross-functionally to resolve complex issues and ensure customer needs were met.

Account Management

1. Managed a portfolio of strategic accounts, driving growth and expansion opportunities.

2. Conducted quarterly business reviews to align on goals, review performance, and identify areas for improvement.
3. Developed and executed account plans to achieve revenue targets and expand footprint within accounts.
4. Partnered with sales and delivery teams to deliver exceptional customer experiences.

Customer Support

1. Provided Tier 2 support for escalated customer issues, working directly with customers to understand their concerns and develop solutions.
2. Documented all customer interactions and maintained detailed records in Microsoft Outlook.
3. Utilized Google Sheets to track key account metrics, customer health scores, and support ticket data.
4. Identified trends and patterns to proactively address potential issues and improve processes.

Skills

Customer Relations & Liaison

1. **Communication:** Effective communication skills to build and maintain strong relationships with customers.
2. **Customer Service:** Ability to handle customer inquiries and requests with empathy and professionalism.
3. **Negotiation:** Strong negotiation skills to negotiate contract terms, pricing, and service level agreements.
4. **Collaboration:** Ability to collaborate cross-functionally to resolve complex issues and ensure customer needs are met.

Account Management

1. **Account Management:** Experience in managing a portfolio of strategic accounts.
2. **Growth & Expansion:** Ability to drive growth and expansion opportunities within accounts.
3. **Business Review:** Conducting quarterly business reviews to align on goals, review performance, and identify areas for improvement.
4. **Account Planning:** Developing and executing account plans to achieve revenue targets and expand footprint within accounts.
5. **Teamwork:** Partnering with sales and delivery teams to deliver exceptional customer experiences.

Customer Support

1. **Tier 2 Support:** Providing escalated customer support and working directly with customers to understand their concerns and develop solutions.
2. **Documentation:** Maintaining detailed records of customer interactions in Microsoft Outlook.
3. **Data Analysis:** Utilizing Google Sheets to track key account metrics, customer health scores, and support ticket data.
4. **Problem-Solving:** Identifying trends and patterns to proactively address potential issues and improve processes.

Technical Skills

1. **Microsoft Outlook:** Proficiency in using Microsoft Outlook for documentation and record-keeping.
2. **Google Sheets:** Familiarity with Google Sheets for data analysis and tracking metrics.

Interpersonal Skills

1. **Communication:** Effective communication skills to build and maintain strong relationships with customers and internal stakeholders.
2. **Collaboration:** Ability to collaborate with cross-functional teams to resolve customer issues and improve processes.

Business Skills

1. **Business Acumen:** Understanding of business operations and strategies to align customer support and account management efforts with business objectives.
2. **Strategic Planning:** Ability to develop and execute strategic plans to achieve revenue targets and expand footprint within accounts.

Customer Support Executive

Oct 2016 – June 2019

SUMA SOFT PVT LTD.

Roles and Responsibilities

Customer Service & Claims Handling

1. **Customer Service:** Provided efficient customer service in a B2B environment, ensuring timely and effective resolution of customer inquiries and grievances.
2. **Claim Settlement:** Liaised with clients regarding claim settlements, handling all aspects of the claims process.
3. **Grievance Handling:** Handled customer grievances and resolved issues to the satisfaction of the customer.
4. **Shipment Tracking:** Traced long haul and intermodal shipments to ensure timely delivery and accurate tracking.

Reporting & Analysis

1. **Audit Reports:** Provided accurate audit reports to senior management, ensuring transparency and compliance.
2. **Data Analysis:** Utilized Microsoft Excel for data analysis and reporting.

Communication & Liaison

1. **Carrier Liaison:** Liaised with carriers to settle customer claims, ensuring seamless communication and efficient resolution.
2. **Microsoft Visio:** Utilized Microsoft Visio for visualizing and presenting data.

EDUCATION

CFA Level 1, CFA Institute

April 2020 – Feb 2021

Level 1 Cleared.

MCOM, Pune University

June 2017-June 2019

Post-Graduation in Cost Accounting scoring 61% marks.

PGD, Center for Development in Advance Computing, Pune.

Feb 2016 – Aug 2016

Post Graduate degree in embedded systems and design scoring 69% marks.

Degree in Electronics and telecommunication engineering scoring 66% marks.

SUMMARY OF QUALIFICATIONS

- Have excellent interpersonal communication skills.
- Have the knack of handling even the toughest customers with ready solutions to calm them down.
- Received outstanding performance award for the period from April'17 to June'17 for excellent contribution towards the project.
- 5 years of experience of working in Microsoft Excel.
- 3 years of experience working in a global environment and handling a team of 10+ executives.

EXTRA-CURRICULAR ACTIVITIES

- Participated in Intercollege German Olympiad conducted by Goethe Institute, Mumbai.
- Participated in "Collection for Blind and Deaf Program" by Dnyanpeeth Foundation, Pune.
- Presented a paper on DRDO's DAKSH and NETRA robots at the national conference conducted by Pune University.
- Build a financial portfolio with assets of 3 lakh rupees for my relatives.

CERTIFICATE COURSES

- Investment Foundations from CFA Institute.
- Complete Financial Analyst course from Udemy.
- Management fundamentals course from Udemy.
- Forensic Accounting and Fraud Examination from Coursera.
- Complete Investment Banking Course from Udemy.
- Tally ERP.
- Excel VBA Macros.

HOBBIES

- Reading autobiographies, and technology books.
- Watching documentaries on technology, finance, geopolitics, and economics.