

CURRICULUM VITAE

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Carrier objective

- To improve the perfectness and experience of the practical knowledge by Accepting, Analyzing & Solving the corporate challenges through my adapting nature and Analytical Skills Furthermore, Applying innovative solutions- Provide robust services/client solutions. To win the clients confidence to expand the Company's Business.

Work Experience

- ✓ 8+ Years of experience, with blending Technical + Management skill sets. Into the different domains such as Market Research, Utilities., worked in a Multifaceted environment for the CPG/FMCG, Energy and Utilities, BFSI, Clusters, Having been used various tools, CRM, Databases Extraction, MS Office Suits applications, Google Cloud Sheets.
- ✓ Previously associated with Tata Consultancy Services, Gandhinagar as a Senior Process Associate/ Consultant.
- ✓ Possesses a clear understanding of the KPO/BPO/IT/ITES industry with the distinction of instituting new practices to achieve business excellence.
- ✓ Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in customer relationship management.

Core Competencies:-

People / Skills Management:-

- ✓ Responsible and accountable for the day to day Production, Quality, Reports & Tracker Management. Get acquainted with various cross Trainings & sharing process knowledge with team members and monitor, resolve and manage critical issues or exceptions.
- ✓ Maintaining KML (Knowledge Maturity Ladder) plan for all the team members and to ensure team members updated with industry relevant trainings/offering.
- ✓ Ensuring regular engagement with associates performing maker checker role and provide them with constructive feedback for improvement opportunities.

Risk Management:-

- ✓ Ensuring Prioritization of Urgent Tasks (Setup/BAU) and ensure completion before specified TAT.
- ✓ Representing Team in the PMR(Project Monthly Review) calls.
- ✓ Escalating any breach of procedure or unusual circumstances/concerns to the line manager both on/offshore.
- ✓ Extensively analyzing operations errors and building a holistic action plan to prevent such incidents from recurrence.

Process Management and Excellence:-

- ✓ Providing updates on health of the process to the key stake holders on Weekly, Monthly & Quarterly basis.
- ✓ Successfully delivered Set Up Project Delivery targets consistently adopting best practices and identifying improvement opportunities.
- ✓ For the BCP(Business Continuity Plan) Activity Cross trained into other Team Tasks as well.
- ✓ Involved in dissemination of information to team members, team huddles & to update L&D training initiatives to increase knowledge and subsequent productivity.
- ✓ Forecasting workload and scheduling the resources to meet anticipated workload within scheduled turnaround time thereby enhancing efficiency

Client Centricity & Relationship:-

- ✓ Responsible for understanding the business requirements of Client and adept at forecasting workload and scheduling thereby to meet enhanced efficiency and deadlines.
- ✓ Worked as SPOC for SOP sign-off prior to kick-off any change request.

Achievements:-

- ✓ Been a successful contributor in adopting Robotics automation projects for the Market Research client.
- ✓ Received Star Performer Award, Best team award, Service & Commitment Award.
- ✓ Given full HOTO/Transition training to Nielsen Stake holders virtually.

LinkedIn Trainings:-

- ✓ To stay updated with industry relevant skills and to cross skill/up skill utilizing internal training platform have completed below mentioned trainings in the area of:-
- ✓ SEO Foundations, Agile/Scrum Methodology, Microsoft Dynamics 365, Project Management tool: JIRA, SAP ERP essentials, Finance/Accounting for Managers, Business Analysis Foundation, Salesforce Administration introduction, SQL RDBMS, Google Cloud essentials., etc.

Educational Qualification:-

Degree	Board/University	Year	Percentage
S.S.C.	GSEB Gandhinagar	March-2007	70%
Diploma In Computer Engineering	Technical Examinations Board(TEB), Gujarat.	June-2010	60%
Bachelors of Business Administration(BBA)	Saurashtra University	May-2014	76%

Skills Set:-

- M.S Office Suits Application
- Google Sheet
- SAP CRM-End User
- Sales force CRM-End User
- Onshore Client Communication
- Basic SQL
- Basic Programming Languages Knowledge
- Tally
- Miracle
- Product Listings on Facebook Marketplace
- Catalogue Generation and Posting on Whatsapp Business App
- Basic Figma, Visio wireframing tool knowledge

Academic Projects:

ProjectName: Industrial Visit On ASB Bearings Pvt. Ltd.
Year : F.Y BBA

Project Name: Industrial Visit on Rajarshi Autodeals Pvt. Ltd.
Year : S.Y BBA

Project Name: Product Project Report On Scissors
Year : T.Y BBA 5th Sem.

Project Name: Marketing Research Report On Cyber Marketing
Year : T.Y BBA 6th Sem.

TCS Projects:

- Market Research Domain A.C Nielsen(UK Based Client): Databases Extract, Client Provided Tools, MS Excel, Production/Validation, Checker/Maker Role, Utilization Trackers, Capacity Planning, Project Documentation: SOP/SOW etc.,
- Utilities & Energy Client(AGL): SAP CRM 7.0 Customized CRM for the Sales Fulfillment Team for the Electricity and Gas Industry.
- Participation in Kaizen, Lean Six Sigma Trainings, Brainstorming sessions for Robotic Proess Automation-Co-Ordinator.
- Work Span 2014-2023.
- Positions Held: ILP Trainee, Process Associate, Senior Process Associate/Consultant/Analyst.

Twisha Enterprises:

- Logistics ERP Development Co-Ordination
- MS Office, Canva, KDK suite, Book Keeping, Reconciliation, Auditing.
- Social Media Postings to increase the firm's presence in Digital Marketing Space.
- Tally, Miracle.
- Work Span APR 2023 to Present

Current Work Assignment:-

- Currently working with Twisha Enterprise firm as an Operations Associate, Roles and Responsibilities include working for African Entity's Logistics ERP support co-ordinator. These includes requirement gathering, preparing process documents, Playing co-ordinator/facilitator between Onshore Team and Development Team.
- Other duties involves Book keeping and Accounting. Doing purchase, sales invoice using Tally and Miracle Accounting Support, Preparing/Assisting in Bank's Concurrent and Stock Audits. Admin & HR, Stakeholder Management, Mail & Communication.

Other Related Information:

Awards Received:-

- I have received Star Performer, Champions League, Service & Commitment Awards.
- I am also awarded in my college for wining Management Quiz for consecutive 2 years.

Other Organizational activities:-

- Participated in various organizational activities like fit4life, Purpose4Life(CSR Activity), Olympiad(Sports Activity).

Other certificates:-

- TCS Learning Platform i-evolve: Trainings & Certifications.

Personal Bio-data :-

Name:	Jay Patadiya
Present Address:	Rajkot-360001, Gujarat, India(IN).
Permanent Address:	Rajkot-360001, Gujarat, India(IN).
DOB:	4 th February 1992.
Gender:	Male.
Marital Status:	Un-Married.
Nationality:	Indian.
Hobbies:	Reading Newspapers, Non-Fiction Books, Sports: Lawn Tennis. Socializing: CSR activities Like(Volunteer for Purpose4Life) ,To engage with kids in Villages for their development and Growth, Like to participate in Various Quizzes.
Languages known:	English, Hindi, Gujarati.

Declaration

I hereby declare that information furnished above is true to the best of my knowledge.

Yours Sincerely,
Jay Patadiya