**EXPERIENCE**

April’10 to **Present**: First Flight Courier Ltd.

Currently working as Team Leader handling the company’s international cargo & Domestic Cargo Client since 7 years. I have eight members in a team.

I was taken average 40 to 60 calls with handling 07 major clients tracking. Also handle walking customer who come to RHO. I was checking the paper work of international cargo and forwarded to gate way and follow up with them and organize delivery in particular time. I was handling corporate clients with pickup and deliveries of Sodexo & Accore vouchers. I have achieved the task for delivering 359 emotional bound to customer in the particular time with no query. Taken feedback with client by courtesy call and remaindering the due payments. Handling escalated cases and staling claim.

I received appreciation certification about the quick and good response by clients. I have been awarded by one of our Corporate Troika Pharma Ltd, for best service and excellence.

**July’09 to January’10:** Landmark Honda,

Sales Executive responsible for driving sales agenda and achieving target sales number for the company’s General Insurance and Automobile Loan Products.

I was also responsible for client retention via loan/insurance renewals.

**November’06 to February’09:** Vodafone Ltd

Worked as customer care Executive, where I was responsible to resolve client queries within the prescribed TAT.

I also advised new schemes to our regular customers.

I was also responsible to engage in sales initiatives for HNI clientele and generate new business for the company by adding new subscribers.

In Vodafone Limited, I got appreciation with **Pageant Awards**.

**May’05 to October’06:** HBL GLOBAL

I have worked with HBL global (HDFC DSA). Responsible to bring in new business for the company through various type of Loan.

ACADEMICS

M.COM from Gujarat University (April 2005) – 50%

B.Com from Gujarat University (April 2003) – 56%

H.S.C from Gujarat State Education Board (March 2000) – 58.33%

S.S.C from Gujarat State Education Board (March 1998) – 60.29%

**ADDITIONAL Certifications:**

Import – Export Course from (A.M.A ) Ahmedabad Management Association in month of march 2012.

Three-month course of Spoken English and Personality Development from oxford Academy at Gurukul Branch, Ahmedabad 2005.

Six-month Software and Hardware Course from institute of IIHT at Usmanpura Branch, Ahmedabad. In year of 2003 - 2004

Two month Training in H.S.P.L (HURSE SYSTEM PRIVET LIMITED) at Naranpura Railway Crossing Ahmedabad.

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| --- | --- |
| **Installation**  | **Dos, Windows- 95, 98, 2000, 2003 and Windows XP** |
| **Basic trouble shooting** | **Monitor, C.D drive, Floppy Drive, Printers, Keyboard, Mouse and Sound Related Problems etc.** |
| **Software knowledge** | **Ms office (Microsoft word, Excel and Power Point)** |

**SKILLS AND STRENGTHS:-**

\* In Single word my Skills and Strength is my Passions.

\*Excellent Skills in Communication and Convincing Power.

**INTERESTS:-**

Reading

Traveling

Investigating & Analyzing

**PERSONAL DETAILS:-**

Date of Birth 2 October 1982

Gender Male

Marital status Married

Child One Child.

Language know Gujarati, English and Hindi

Regards

Darshan Mistry

M: +918000540880

 E-Mai: dsmistri02@gmail.com