

RESUME

MANAN B. PANDYA

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WORK EXPERIENCE:

- Worked at Vodafone as Web Chat Associate (April 2015- Aug 2015)
 - Used to resolve queries via chat for the customers of the Republic of Ireland
 - Chats were related to Fixed Line & Mobile
 - Maintain the NPS Score(Individually & Team)
 - Convert Prospects to Customers
 - Systems Used – Citrix, SingleServe
- Worked at **QX KPO** Ahmedabad (Nov 2015 – Aug 2018)

Process - Primary Care People

- Timesheet Authorizing
- Placement of GP & Nurses for Locum Work
- Ad-Hoc Bookings & Cancellations
- Candidate Re-generation For GP & Nurses(Calls & Emails)
- Client & Candidate Reminders
- CRM Used – Eclipse, ITRIS, Horizon & Fortuna
- Areas Covered - Greater Manchester, London, & Midlands

Process - HCL Nursing

- Placement of Nurses for Locum Work
 - Ad-Hoc Bookings & Cancellations
 - Handling a Master Vendor
 - CRM Used – Eclipse, ITRIS
 - 360 degree recruitment of Nurses
 - Areas Covered - Leicester, Leeds, Midlands, London
- Worked at **IMS People** Ahmedabad (Sept 2018 - Oct 2019)

Process – RIG Healthcare

- Placing Doctors & Nurses of all specialties from all over the world into The UK
 - 360 degree recruitment of Doctors & Nurses
 - My main task was searching Doctors and bringing them into The NHS
 - Fulfilling Client's needs & their requirements
 - Getting updates from Clients & making sure of transparency between Clients & Candidates
 - Ad-Hoc Bookings & Cancellations for Nurses
 - Placing Nurses from The UK into different areas of the world depending on the Region of the Client (Mostly Australia, NZ & Middle East)
 - Candidate Re-generation For Doctors & Nurses(Calls & Emails)
 - CRM Used – Evolve
 - Areas Covered – United Kingdom, Australia, Middle East & New Zealand
- Working at **QX KPO** Ahmedabad (Nov 2019 – Present)

Process – MSI (Out of Hours)

- Working with one of the biggest agencies in The UK and providing services to more than 50 clients
- Handling escalations and meeting the expectations of respective Hospitals
- Keeping a track of all the data processed
- Updating CRM as & when required
- Aware of Social Media sourcing and can use all the tools available.

Process – Ngage

- Handling multiple clients & handling all their candidates
- Chasing candidates for Compliance
- Checking compliance of Bookings & making it Live
- Sending contracts of the booking which were made Live
- Being the mediator between the Bookings and & UK Consultants

ACADEMIC:

<u>Course</u>	<u>College</u>	<u>University</u>	<u>Percentage</u>
Post Graduation- MBA	Marwadi Education Foundation Group of Institution	Gujarat Technological University	7.58
Graduation – BCA	M&N Virani Science College	Saurashtra University[2011]	54.90%
Std- 12 th Sci.	Mithapur High School	G.H.S.E BOARD [2008]	47.6%
Std- 10 TH	Mithapur High School	G.S.E BOARD [2006]	79.46%

PERSONAL INFORMATION:

- Date Of Birth - 20TH Nov, 1990
- Languages Known - English, Hindi & Gujarati
- Passport - Yes