



Nitish patil

nitish666@hotmail.com

8898453284

Kandivali,mumbai

"I am a Mumbai native with a strong foundation in communication and leadership. After graduating with a B.A. from Mumbai University, I embarked on a dynamic career journey. I began by honing my communication skills at Call2Connect's loop mobile call center, swiftly progressing to manage HNI clients, teams, and quality processes. Transitioning to TCS, I became an integral part of the TCSion project, initially as an Operation executive then assuming responsibilities for expenses audit and client requirement fulfillment. With over 4 years' experience, I excelled at NSEIT, handling pivotal clients like NCFM, NISM, IRDA, and IIBF. My expertise extends to client visits, audits, and strategic project planning. In April 2023, I embraced new horizons, leaving NSEIT to explore fresh opportunities. With a proven track record and versatile skills, I am poised to contribute as an accomplished Operations Manager or Assistant Project Manager."

**EDUCATION
DETAILS**

2005

SSC

Maharashtra board

2008

HSC

Maharashtra board

2011

BACHELOR OF ART

Mumbai University

2012

DIPLOMA IN MS OFFICE

Star computer poin plus pvt Ltd.

College Activities



NITISH

PATEL

Dedicated and results-oriented professional with a solid background in project management and operations. Proven track record of successfully leading teams, managing projects, and delivering exceptional results. Seeking a challenging role as an Operations Manager or Assistant Project Manager to utilize my skills in process optimization, team leadership, and project execution



Comunication Skills



Problem - solution



Leadership



Organization Ability

Operation and project Manager

30%



25%



20%



Call to connect

Position: Customer Executive (Duration: 6 months)

Promoted to handle HNI clients and call quality
Took charge of employee scheduling and product training

Responsibilities:

Addressed customer inquiries and resolved issues
Monitored calls for quality assurance
Managed employee schedules for optimal coverage
Conducted training sessions for product knowledge

High-Value Clients:

Managed queries from high-net-worth individuals
Cultivated rapport and provided tailored solutions

Call Quality:

Implemented quality control measures
Analyzed recordings for improvement

Scheduling:

Allocated resources for team efficiency
Minimized downtime, boosting productivity

Training:

Led comprehensive product training sessions
Empowered team for effective customer interaction

Appreciation Letter:

Recognized for quality and improvements
Commended for dedication and leadership

Skills Gained:

Communication and leadership
Quality control and training
Time management and scheduling

Results:

Improved call quality and customer satisfaction
Enhanced team efficiency and performance





2013

Center Head Excellence

Managed high-stakes exams (CAT, IIT, AIIMS, RRB, IBPS) with precision as Center Head
Ensured seamless execution, delivering exceptional client satisfaction



2014

Effective Team Leadership:

Led a proficient team, overseeing project budgets, schedules, and resource allocation
Fostered collaborative environment, enabling streamlined project management

2015

Coordination

Project Managers for exam delivery and coordination
Achieved successful outcomes through effective communication and synergy

2016

Promotion to Regional Manager

Recognized for outstanding performance and leadership qualities
Promoted to Regional Project Manager role, reflecting exemplary contributions

2017

Regional Excellence

As a Regional Project Manager, efficiently managed diverse projects
Demonstrated prowess in process management, achieving results and growth



NSEIT
TEST Administrator
2017-2023

**INVENTORY
PLANNING**

inventory tracking
systems for
efficient resource
utilization

EXPENSE PLANNING

minimize cost
overruns
Identified cost-
saving
opportunities
while maintaining
quality standards

Operational
**Management
and Project
Coordination**

**MANPOWER
PLANNING**

workforce recruitment,
training, and allocation
Optimized labor resources
to enhance productivity
and project efficiency

**CLIENT
ENGAGEMENT AND
PROJECT
COORDINATION**

- Successfully managed projects for esteemed clients including NISM, NCFM, IRDA, and IIBF
- Orchestrated seamless project delivery, meeting client expectations and deadlines

VENDOR PLANNING

Collaborated with vendors to establish strong partnerships and ensure quality and adherence to timelines
Negotiated favorable terms, contributing to cost-effective procurement



Team meets



NSE
NSEIT

NSEIT LIMITED



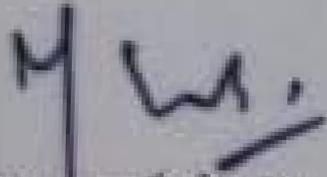
Celebration

Best Region of the Year 2018-19

*awarded to Nitish Patil West Region - DeX BU
For the passion and commitment in delivery.*

*9th November 2019
Mumbai*




*Dr N Murallidaran
MD and CEO*

Project seminar

Personal Pursuits and Passions

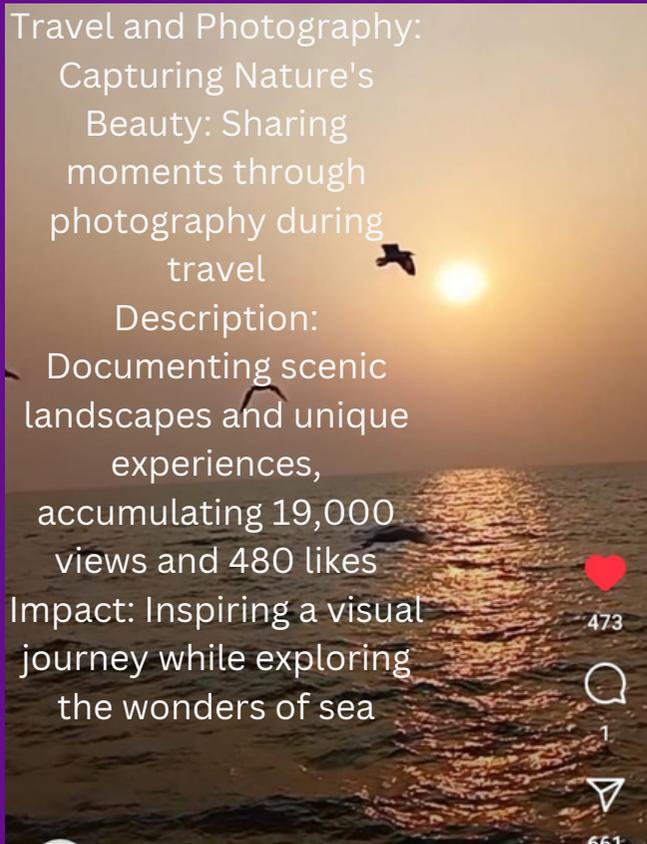
Travel and Photography:

Capturing Nature's Beauty: Sharing moments through photography during travel

Description:

Documenting scenic landscapes and unique experiences, accumulating 19,000 views and 480 likes

Impact: Inspiring a visual journey while exploring the wonders of sea



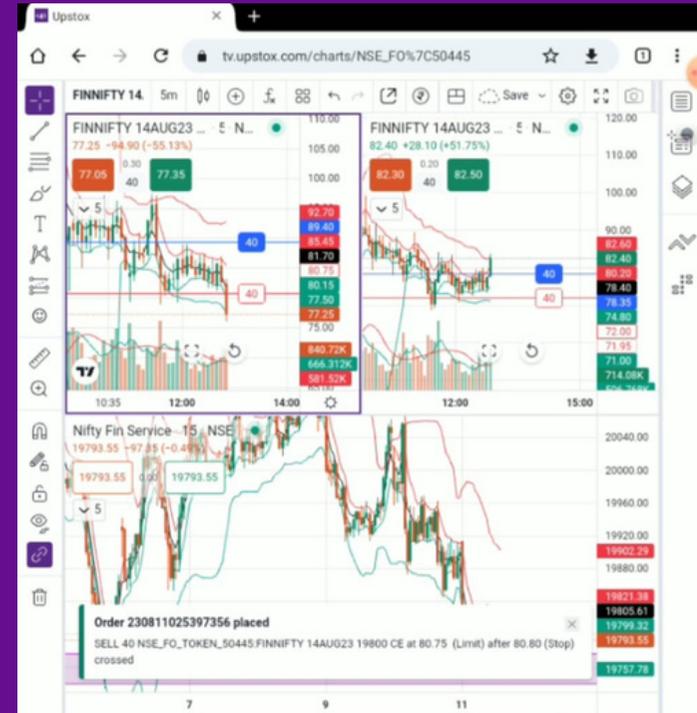
Carrom
Finding joy and challenge in the game of carrom
Impact: Enhancing decision-making and honing critical thinking abilitie



AI Interaction and Exploration:
Description: Exploring AI's capabilities through interactive applications and specialized courses
Impact: Gaining insights into cutting-edge technology and its potential applications



Team Activities



Trading Strategy with Upstox:
Navigating Financial Markets:
Developing trading strategies with Upstox's innovative platform
Description: Actively participating in equity and options trading, applying strategic approaches
Impact: Expanding financial acumen and decision-making skills

Carrier Journey 2012-2023

