# RASHI DESAI Email: [Rdesai31@yahoo.com / rashidesai131@gmail.com](mailto:Rdesai31@yahoo.com%20/%20rashidesai131@gmail.com) Mobile: (+91) 9930431613

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| QUALIFICATION |
| * **Masters in Commerce**   Pune University in the year 2004.   * **Bachelor of Commerce**   - Saint Mira`s - Pune (Pune University) - 2001   * **HSC** **(Commerce)**   -- Saint Mira`s - Pune (Pune University)1996   * **SSC**   Saraswati Vidhyalay, Pune (State Board) 1994 |
| |  | | --- | | COMPUTER PROFICIENCY | |  |   Trained in MS-Word, MS-Excel, MS-Power Point, MS Outlook and in browsing the Net and searching/ downloading / updating Information.  Tally basics. (Trained on job)  MSCIT-Computer. CERTIFICATIONS Google Certified – Fundamentals in Digital Marketing.  Certified PoSH Trainer – National Skills Trainer  ASDC certified Automobile Basics Trainer.  English Verbal Ability – TTT certified, Trainers Club.  Certified Airtel Sales Trainer.   |  | | --- | | CAREER HIGHLIGHTS | | **Training:**   * Completed Train the Trainer programme for Automobile Training with Honeybee Connect (Mr.Rajat Shome) * Associated with National Institute of Fashion Technology (NIFT) training students on Critical Thinking, Professional Ethics * Trained students at Bharati Vidyapeeth-Belapur, NMIMS-Vile Parle and many more colleges in Mumbai and other cities in Campus to Corporate programmes. * Proficient with imparting online Training * Thinking Coach for ENpower- Coach for Grade 6 and 7. * Event hosting and training for Shapoorji Pallonji management staff. * **Empaneled as Proctor with British Council** * **Care counselor for elderly with Samarth Care.** * **Corporate Batch- Communication and Softskills Training – HCL Technologies, Capgemini, TVS, Pradeep Steels** * **NHIP/SOHO/ILMS training for Airtel** * **Customer Centricity – Tata Capital**   **Moderation:**  Moderated Online and Direct Interviews for Market Research (Focus Group discussions and One to One Interviews- Domestic)  Recruited candidates for online and offline group and one to one discussion.  **Other Projects Managed:**   * Managed and Co-ordinated corporate projects for study groups (Australia), mall customer and retailer satisfaction survey projects- Mumbai, Product testing and research project (United Kingdom and Germany) * Completed research assignments for International Companies like Mintel Research (UK) and Assosia Research (UK) * Associated with well-known companies in the field of market research and mystery surveys like : * Bare International, IFH, Shaw hotels and consultancy, AQ worldwide, BVA, Ipsos, Total Retail solutions, Coyle Hospitality and have completed different types of audits and quality standard checks for brands like Sony, Samsung, Zoya, Tommy Hilfiger, Tanishq, Piaget, Automobile brands Furla, Armani, Adlabs Imagica, Hyatt Hotels, Marriott Hotels, Treebo hotels, International Airlines (Oman Airlines), ITC Hotels and many more brands. Also audited events like International Pharmacy exhibition in Mumbai.   **Working as a Freelancer since 2010 till date as a Project co-ordinator, Recruiter, Mystery Shopper. Freelance work also includes website testing, mobile app testing (User Interface, performance, exploratory and functional), Profile background soft checks for hiring firms, recruitment of candidates in IT and non IT sections, Retailer/Employee/Consumer Satisfaction surveys for malls.**   * Worked as Health Instructor in Unique Health Care in Kharghar, Navi Mumbai for a period of 1 Year – (2009 – 2010) * Worked in Mphasis Limited as Customer Service Agent for United Kingdom based Bank for almost 2 years. (2006 – 2008) * Worked as Receptionist in Uniscan Diagnostic Center, Pune for a period of 1 year (2005 – 2006) * Worked as Sales Assistant in Shukla Home Appliances, Pune for a period of 1 year. (2003 – 2004)   **Specialize in project co-ordinations(EES,RSI,CSI surveys), recruitment, mystery audits, Website and App evaluations, Standard operation evaluations and work related to service standards, product evaluations and procurement of products for testing and research.**     |  |  | | --- | --- | | EXTRA CURICULAR ACTIVITIES |  |  * Actively participated in the Various Gathering events at school & college levels * Reading Books, Travelling, Watching Movies.  |  | | --- | | ACHIEVEMENTS |  * Awarded for consistent Best Customer Service in BPO. * Awarded best evaluator credits by International Company. * Consistent excellent grades for mystery shop reports from renowned Multinational Companies. * Appreciated for keeping records up to date and neat work by the employee who had taken up job after me in the Health Center  |  | | --- | | PERSONAL INFORMATION | | * Spouse Name Mr. Rushabh Desai. * Children Vatsal Desai (Son-2011) &   Sehej Desai (Daughter-2014)   * Date of Birth January 01st 1981 * Nationality Indian * Marital Status Married * Hobbies Reading, Travelling, Watching Movies. * Languages Known English, Hindi, Marathi, Gujarati * Address Flat No 605, Keystone Ballista.   Plot No. 49, Sector 27,  Kharghar, Navi Mumbai 410210 | | |
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