

Disha Jhangiani [Yasmin Hirani]

+971 55 705 6051

Disha.Jhangiani@gmail.com

www.linkedin.com/in/disha-yasmin

Professional Experience

October 2022 till date

Floship, Hong Kong

Floship is a SaaS 4PL logistics technology company that provides end-to-end global fulfillment and logistics solutions for eCommerce brands and large scale crowdfunding campaigns.

Customer Service Manager

- CS team workload management, resource allocation. Create strategies to improve support KPIs.
- Streamline the ticket queue, improve resolution cadence, help team in achieving performance goals, and improving customer satisfaction scores
- Gauge the competency, coach and train to improve: Problem Solving Skills, Communication Skills, Technical expertise
- Assess support interactions, and develop goals to standardize internal standards; and report progress
- Improve customer service experience, create engaged customers and facilitate organic growth.
- Take ownership of customers issues and follow problems through to resolution.
- Recruit, mentor and develop customer success team

January 2019 – September 2022

Listenlights Electromechanically Services LLC, Dubai

MEP - Construction

Office Manager

- Supervising and monitoring the work of the administrative staff.
- Preparing and presenting reports to the Management.
- Implementing and maintaining procedures/office administrative systems
- Maintaining all essential documents and correspondence.
- Day to day banking activities. Bank reconciliation and reconciliation of debtors and creditors.
- Supervise & coordinate cash transactions. Perform timely monthly reconciliations of cash A/c.
- Maintain Accounts Receivable & Accounts Payable.

July 2008 – January 2019

GITA PUBLISHING HOUSE – *publishers of non-fiction books written on self-improvement, self-knowledge and self-realization*

Senior Executive

- Developing new links with publishers for selling the international rights and translation rights of the content /books
- Attending major trade events, book fairs, to make new contacts and sell publications/rights. London Book Fair, Book Expo America, Frankfurt Book Fair and New Delhi World Book fair.
- Undertaking negotiations with relevant partners regarding agreements and contracts. Assessing the financial viability of agreements.
- Liaising with publishers and printers, distributors and logistics partners of B2B and B2C customers.
- Ensuring that the publication of books progresses to schedule.
- Warehouse and inventory management.
- Royalty accountant.
- Key PIC for end-to-end eCommerce – Amazon, Abebooks, Flipkart, Ingram etc., setup keeping in mind the demographics, pricing, inventory, escalations.
- Day-to-day management of operations. Manage the performance of the team.
- Ensure that all company policies, protocol and processes are implemented.

September 2006 - June 2008.

WIPRO - *Indian multinational IT Consulting and System Integration services company*

Campus Relationship Manager

- Campus Recruitment (Technical & Non-Tech Colleges)
- Align with Training & Placement officers / Principal / Dean of the colleges for finalizing the campus recruitment drive.
- Brand Ambassador of the Company.
- Conduct interviews & finalize offers.
- Talent retention initiatives i.e. course e.g. PGDBA, Network engineer, IATA etc. for deserving employees.

July 2003- August 2006.

WIPRO - *Indian multinational IT Consulting and System Integration services company*

Certified Process Trainer

- Content development & Review of existing training materials
- Ensure implementation of the training curriculum and other project activities successfully and in a timely manner.
- Mentor/ coach and counsel trainers and develop their skills.
- Collate and analyze evaluation feedback and action appropriately.
- Undertake one-on-one and group interactions to provide appropriate inputs.
- Assist with training & development within the group, identify training needs, facilitate training programs, as required, and monitor implementations as per defined calendars
- Interaction with client to resolve issues and to handle client expectations.
- Ensure all SLAs are met on a regular basis.
- Suggest and Monitor Efficiency initiatives.
- Timely escalation of key issues
- Lead and communicate the Operations Strategy to members.
- Motivating team members through effective management, career development & implementation of reporting mechanisms & one-on-one relationship building.
- Orchestrate change within the ops group - provide regular communication updates on progress against performance targets, customer defined ops changes
- Maintain continuous focus on process metrics, quality and cost and to escalate exigencies and non compliances.
- Monitor the performance of the team members and new hires.
- Liaison with other departments and teams of the company to ensure 24/7 operations.

March 2000 till April 2003

Article Clerk (as per requirement of Institute Of Chartered Accountants of India)

- Auditing of accounts
- Filing of income tax
- Prepare month/year end financial statements
- Established excellent rapport & communication with clients.
- Provided improved financial formats
- Uncovered significant errors in records reducing personal income tax, firms tax & corporations tax obligation 10%
- Audits for diverse client base in variety of industries including healthcare, manufacturing, retail, financial services, and technology.
- Successfully completed work within time & budget constraints.
- Examined journal vouchers, general ledger reconciliation & numerous analyses.
- Generated monthly close of financial statements, prepared reports on purchases & inventories

Qualifications

Master of Commerce, major in Business Administration and Advanced Accountancy -

University of Pune, India

Chartered Accountant (Intermediate)

Six Sigma Training.

Completed Lean Project.