

# VANDITA “Vandy” SHUKLA

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STATUS – PERMITTED TO WORK IN US

## EDUCATION

**UNIVERSITY OF FLORIDA – Hough Graduate School of Business Administration** Gainesville, FL  
**Master of Business Administration** May 2009

**SYMBIOSIS INSTITUTE OF MANAGEMENT STUDIES** Pune, India  
**Diploma in Business Management** May 2000

**PUNE UNIVERSITY – D.Y. Patil College of Engineering** Pune, India  
**Bachelor of Engineering – Electronics** May 1998

## EXPERIENCE

**Assistant Manager** August 2003 – April 2005  
Tata Teleservices (Mah) Ltd. Pune, India

- Headed BPO and Call center operations and management; launched 3 domestic call centers
- Selected by senior management to head the National New Product & Process Implementation team
- Assigned additional responsibility of training and relocating individuals within the department
- Chosen by corporate office to head the service team for the launch of pre paid product
- Assigned the responsibility of streamlining 6 cross functional teams within the service department
- Reported directly to the head of the department

**Senior Executive** February 2002 – August 2003  
Bharti Cellular Ltd (AIRTEL) Pune, India

- Headed circle customer retention team; designed and launched the retention process
- Took initiative in starting the dealer help desk; designed the entire team; largest and successful team today
- Selected by GM to participate in the ‘National Roaming’ and ‘Strategy and Planning’ teams
- Attended six sigma quality training- Stage I
- Selected to be in company’s Roll of Honor for successful completion of training
- Account manager for corporate and VIP client portfolios
- Chosen to attend ‘*Management Development Program on Productive Behavior and People Management Skills*’

**Marketing Engineer** September 1998 – November 2000  
Forbes Marshall Group (Krohne Marshall Ltd) Pune, India

- Performed designing, marketing and research activities for various products
- Trained existing and prospective customers, consultants and engineers on various products
- Absorbed in the organization as a full time employee in 4 months instead of 2 years

**Intern** June 1997  
Premier Automobiles Ltd Pune, India

## SKILLS

**Computer:** Microsoft Office (Word, Advance Excel, Powerpoint), HTML, JAVA scripting basics

**Language:** Fluent in Hindi, Fluent in English