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**Personal Traits**

* Dedicated, Goal driven Executive with a solid commitment to the Social and Academic Growth and Development of the organization.
* Superior Interpersonal and communication skill to foster meaningful relationship with co-workers, staff and superiors.
* Looking forward to a long term association with a people-oriented organization which provides conductive work culture and where an individual’s skills, honesty, sincerity, initiative and hard work are recognized.

**EDUCATIONAL CREDENTIALS**

**BACHELOR OF COMMERCE**

**HIGHER SECONDARY ISC**

**SENIOR SECONDARY ICSE**

**Achievements**

1. Awarded Certificate of Excellence For Outstanding Performance in April 2008 in Intelenet Global Services
2. Awarded WOW Award for outstanding performance for the month of May 2011 in Cognizant Technologies.
3. Member of Survival Strategies and Emergency Response Team in Cognizant Technologies

**PROFESSIONAL EXPERIENCE**

**WORK EXPERIENCE :** March 2011 – July 2014

 Organization : CTS Chennai

 Designation : Sr. Process Executive-Voice

**JOB PROFILE:**

* **Process:- BB&T NCHD**
* Responsible for providing Username and Passwords for the applications through Active Directory and 3270 blue zone applications.
* Helping the employees with computer issues by taking control of their computer through remote process and getting it fixed.
* Helping employees connect to the bank database from home using the Cisco Connect Software.
* Responsible for walking through setting up the account for the bank employees and helping them to login to their account.
* Providing better application speed in terms of performance issues.
* Helping the bank employees in resetting their modem, computer, printers and making sure their applications are working.
* Responsible for providing a better and accurate solution to the daily application method used.
* Responsible for resolving any conflicts between applications and reinstalling the applications in case of bad content issues.
* **Process:-HMH ESD**
* Responsible for providing online solution to the District admin, School admin, Teachers, Students and Parents in setting up the account online for the respective websites.
* Helping the customer to reset power cycle, hard drive, sound card, printer settings, Microsoft office related tasks.
* Helping the customers with computer issues by taking control of their computer through remote process and getting it fixed.
* Responsible in educating the users on the correct usage of the resources available online.
* Responsible in responding to the user’s queries through calls and emails in a timely manner.
* Responsible in providing updates to the team members on process related issues and solutions.
* Helping new staff in getting the updates on their work and functions in the process.

**WORK EXPERIENCE :** March 2010 – January 2011

 Organization : TCS Chennai

 Designation : Sr. Customer Service

**JOB PROFILE:**

* Responsible for providing regular updates and notifications to card members about their account.
* Responsible for collecting detailed information from customer on the issues faced by them on the usage of their credit cards.
* Providing better payment options to help customer meet their payment due dates.
* Responsible in upselling CPP products to the customers.
* Responsible in providing long term and short term payment options on the outstanding or bad debt accounts.
* Responsible for helping customers make minimum payments on their account in facilitating smooth closure of the card account
* Maintaining quality scores for the team members.
* Providing regular feedback to the team members.

**Moved to Relationship Calling**

* Responsible in collecting outstanding amounts from high end card members.
* Educating the card members on the importance of clearing their outstanding dues in a timely manner to make sure their credit ratings on their credit report remains unaffected.
* Responsible in providing better payment schemes with short term and long term payment order for the smooth and easy pay of the card holders.
* Responsible in the collection of regular payments from agencies in case of payment plan through the government.
* Helping customers file for bankruptcy and completing the formalities for the full and final settlement of their card account.

**WORK EXPERIENCE :** October 2009– January 2010

 Organization : FIS Global Business Solutions India Pvt ltd

 Designation : Team Member

**JOB PROFILE:**

* Responsible for providing regular updates and notifications to members regarding their American Express gift cards.
* Responsible for collecting detailed information from customers on the issues faced by them on the usage of their American Express gift cards.
* Providing better payment options to help customers purchase gift cards for their loved ones

**WORK EXPERIENCE :** June 2008 – July 2009

Organization : Zenta Pvt. Ltd.

Designation : Sr. Customer Relationship Associate

Associate Level - 3

**JOB PROFILE:**

**Primary Lender**

* Responsible for providing regular updates and notifications to card members about their account.
* Helping customers to transfer funds from their credit card account to another credit card or to their current account for their personal use on lower interest rates.
* Maintaining quality scores for the team members.
* Providing regular feedback to the team members.

**Moved to Collections**

* Responsible in collecting outstanding amounts from high end card members.
* Educating the card members on the importance of clearing their outstanding dues in a timely manner to make sure their credit ratings on their credit report remains unaffected.
* Responsible for upselling CPP products to customers.
* Responsible in providing better payment schemes with short term and long term payment order for the smooth and easy pay of the card holders.
* Responsible in the collection of regular payments from agencies in case of payment plan through government.
* Helping customers file for bankruptcy and completing the formalities for the full and final settlement of their card account.

**WORK EXPERIENCE :** July 2007 – June 2008

 Organization : Intelenet Global Services

 Designation : Sr. Customer Service

Executive

**JOB PROFILE:**

* + Responsible for providing accurate information to the card members.
	+ Responsible in upselling products and services to clients.
	+ Responsible in taking payments online and updating it on the customer’s records immediately.
	+ Maintaining quality scores for the team.
	+ Giving feedback to the team.
	+ Working towards the achievements of the team goal.

**WORK EXPERIENCE :** October 2005 – July 2007

Organization : Siddiqui Consultants

Designation : Proprietor

**JOB PROFILE:**

* Running own business of computers, electronic weighing scales and mobiles.
* **Freelancing for Ing Vysya Life Insurance and Max New York Life Insurance Company**
	+ - * + **Making the client aware of the need for Insurance**
				+ **Assessing the correct amount of Insurance as per the customer’s needs**
				+ **Helping them with the documents needed for the Insurance and medical purpose**
				+ **Making sure that the Insurance process is initiated for the client and completed on time**
				+ **Providing all possible help for the policy after it is purchased to make sure that the customer is always updated and vice versa.**
* Co-ordination of all the activities regarding selling of computers, weighing scales and mobiles.
* Providing customers the best purchase rates for the electronic devices and making sure that it is delivered to the customers on time.
* Personally supervising the overall maintenance of the expensive machineries, wiring systems and the floors as a whole including overall cleaning.
* Providing the best after sales service to the customers and also helping them with all their household maintenance issues by providing the best resolution possible.
* Keeping records of the daily petty cash as well as analysis.

**WORK EXPERIENCE :** September 2004 – October 2005

 Organization : Wipro Kolkata

 Associate Level

**JOB PROFILE:**

* Providing technical support for Dell computers and laptops.
* Responsible for collecting detailed information from customer on the technical issues faced by them with their machine.
* Helping the customer to reset power cycle, hard drive, sound card, printer settings, Microsoft office related tasks.
* Helping customer in reinstalling new software on their computer after deleting the old corrupted one.
* Helping customer get a temporary refurbished machine if the machine is beyond repair and needs to be sent to the factory for repairs.

**WORK EXPERIENCE :** May 2001 – February 2002

 Organization : Pantaloons Retail (India) Ltd

 Designation : Senior Sales Executive

**JOB PROFILE:**

* Helping the customers to choose their clothes as per the industry trend.
* Making sure that all the billing made by the employees is matched correctly.
* Personally supervising the overall maintenance of the expensive clothes, jewellery and other items of sale
* Regularly inspecting the overall maintenance of clothes kept for sales and display.
* Regularly inspecting the employee’s attire to make sure that they are presentable.

**WORK EXPERIENCE :** September 1999 – September 2004

 Organization : Siddiqui Consultants

 Designation : Proprietor

**JOB PROFILE:**

* Running own business of computers, electronic weighing scales and mobiles.
* **Freelancing for Ing Vysya Life Insurance and Max New York Life Insurance Company**
	+ - * + **Making the client aware of the need for Insurance**
				+ **Assessing the correct amount of Insurance as per the customer’s needs**
				+ **Helping them with the documents needed for the Insurance and medical purpose**
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* Providing the best after sales service to the customers and also helping them with all their household maintenance issues by providing the best resolution possible.
* Keeping records of the daily petty cash as well as analysis.

**WORK EXPERIENCE :** September 1998 – September 1999

 Organization : ‘Megaron Academy &

Professional Management Services

Designation : Computer Financial Account

**JOB PROFILE:**

* + Responsible for overall accounting management of the organization.
	+ Maintaining stock records of all consumable office equipment.
	+ Preparing the daily, monthly and annual reports.
	+ Planning and setting strategies for the marketing of the organization and its services.
	+ Maintaining and being responsible for the day to day petty expenses of the organization.

**PROFESSIONAL ALMANAC**

**OPERATING SYSTEMS : WINDOWS**

**APPLICATION SOFTWARES : MS-WORD, MS- EXCEL, INTERNET, EMAILS**

**PROCESS RELATED APPLICATIONS**

**PERSONAL DETAILS**

**DATE OF BIRTH:** 28th September, 1976

**MARITAL STATUS:** Married

**RELIGION:** Islam

**NATIONALITY:** Indian

**LANGUAGES:** English, Hindi, Urdu & Bengali

**HOBBIES:** Reading, Music, Traveling, Surfing the Net, and crazy about and very good at handling any electronic gadget.

**EXTRA CURRICULAR ACTIVITIES:** Took active interest in debates, quizzes and various social, cultural & athletic activities & events viz. school, college and professional organizations.

