Javed

[Javed.335362@2freemail.com](mailto:Javed.335362@2freemail.com)

**OBJECTIVE**

To seek a challenging position in a result oriented company by utilizing my skills and experience towards continued growth and advancement.

**Summary of Skills**:

* Comprehensive knowledge of the principles and methods of customer service
* Ability to interact professionally with customers and coworkers, both in verbal and written
* Skilled in prioritizing work and completing task with minimum supervision
* Excellent working knowledge of computer applications like Microsoft Word, Excel and Web browser
* Stress tolerance and has the ability to meet tight deadlines

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| T.Y.B com | Mumbai Board | March,2005 |
|  |  |  |
| Higher Secondary School |  |  |
| Certificate (HSC) | Mumbai Board | March 2002 |
|  |  |  |
| Secondary School Certificate |  |  |
| (SSC) | Mumbai Board | March 2000 |
|  |  |  |

**WORK EXPERIENCE**

**MS. TRADER**

Working as a Senior Relationhip Manager for one of the branded Forex Company with the name SVSFX, we use to call all over India to convert Indian Client in Forex. Also we take care for all type of **currency and commodities** trading in our company. Starting from 10th Sept 2014 to 30th June 2016

**BANK OF AMERICA**

**Job Description**:

Working as a Senior Team Member in RHLGF process under MQA Department. From 22nd June 2009 to 10th November 2012. Handing query related to loans, consolidating report and sending EOD to client. Resolving Team Members issue handing client call and briefing the team regarding new updates.

**STREAM INTERNATIONAL PVT. LTD.**

**Support Professional in Road Runner (ISP Provider.) From 31st July 2007 to 07th November 2009.**

**Job Description**:

* Handing technical emails and chat for connectivity and ISP issue, explaining customer regarding internet and the support. ( US process)

**Customer Service Executive in Adobe Web Support from 7th November till 15th May 2009.**

**Job Description**:

* Handing customers emails related to the Adobe Software’s and the online orders.

**I-smart International Pvt Ltd.**

Technical Support Executive March 2006 to March 2007

**Job Description:**

* Receiving email from ISP, Handling technical issue for ISP and resolving issues on calls and email, explaining the customer regarding Internet bills.

**COMPUTER QUALIFICATION**

* Basic in computer.
* DTP course from A-Plus Academy.
* Computer Hardware Crash Course.
* Typing speed 30 wpm with an accuracy of 95%.

**LANGUAGES KNOWN**

English, Marathi, Hindi and Bengali.

Place: - Mumbai.

Date:-