

**CURRICULUM VITAE**

**Khaja.Eijazuddin**

**Visa Type : Visit Visa**

**Objective:**

To work with one of the leading organizations on the latest cutting edge technologies and definitely prove myself to be an asset to the organization I’ll be working for. Aspire to be a part of ever dynamic and progressive organization where I can learn and contribute to the growth of the company and which offers me innovativeness, challenges and which continuously polishes my knowledge and analytical skills.

**Profile Summary:**

* A customer oriented, multitasking professional with Master’s in Business Administration.
* Expert in understanding the business requirement.
* Excellent in identifying the need of organization.
* Excellent in understanding and analyzing the human behavior.
* Proficient in coordinating with the people

**Personal Qualities:**

* Strong motivational and leadership skills.
* Exceptional presentation and interpersonal skills.
* Unmatchable communication skills in writing and verbal both.
* Ability to work in a team as well as individual.

**Educational Qualifications:**

* **MBA** from Anwar–ul–uloom College (Osmania University,Hyderabad)
* Graduation in **B.COM (Computers)** from PHRM Degree College (Osmania University, Hyderabad)
* **Intermediate** (+2) **M.P.C** from Bhavita Junior College (Board of Intermediate Education)
* **S.S.C** from Chaitanya High School (Board of Secondary Education)

**Professional Summary:**

* Worked as **Customer Care Agent**, **Transportation Specialist and Resolution Specialist** at **Amazon Development Center India** from October 2014 to November 2016.
* Worked as **Sales Executive** at **H & S Tours and Travels** Hyderabad, from 15th July 2013 to 20th September 2014.

**Work Experience 1:**

* **Employer** **: India**
* **Designation** :  **Resolution Specialist**

Duration : **2 Years, 1 Month** (February 2014 to November 2016).

**Job Description:**

Worked as CSA at **Amazon Development Center India** from 13th October 2014**.**

**Job Responsibilities:**

* Experienced customer service representative with proven commitment to increasing productivity, customer satisfaction and company productivity.
* Areas of expertise include assisting customers from North America with issues pertaining to the orders placed on Amazon.com.
* Ticketing and escalating the cases where in investigation is needed to get the issue resolved.
* Providing the inputs for Process Improvements to make the customer experience better.

**Job Description:**

Worked as a Transportation Specialist (Inbound Supply chain) for 6 months. Handling various functional areas under transportation, maintaining various transportation schedule, communicating with the stake holders(FC, Transport, Amazon delivery center, Customer service department) for Amazon North America Operations

**Job Responsibilities:**

* Handling various network exception, network monitoring and network contingency planning by coordinating with multiple stakeholders.
* Preparing DSP matrix and to analyze and reduce the cost of transportation and prepare new plans for transportation.
* Maintaining track of Freight movement all over NA flowing in and out of FC t follow up with parties involved in the transportation of Freight from vendor to FC.
* Calling Stakeholders to prioritize the Freight movement based on the deals and also sales.
* Handling various functional areas under transportation, maintaining various transportation schedule, communicating with the stake holders (FC, Transport, Amazon delivery center, Customer service department) for Amazon North America Operations.

**Job Description:**

Worked as Resolution Specialist (North America Process) **Amazon Development Center India** till November 2016.

**Job Responsibilities:**

* Improve Average Handle Time (AHT), Improve the Service Levels as against targeted SLs, Improve Negative Response Rate (NRR) & First Contact Resolution (FCR) metric whilst achieving targeted NRR.
* Creating Tickets for customer issues as well as service level issues and assigning them to proper teams, so that the issues are escalated and resolved in timely manner.
* Encourage peer coaching and self-learning by providing the right resources targeted Service Levels are met. Deal with CSA performance issues positively, quickly and respectfully.
* Approving concessions based on the issues raised by Agents for customer issues by examining the accounts of the customers. and tools, Monitor and take action on site escalation queues to ensure
* Share probable solution to defects with the ACES team, team manager, GEMBA board, site LSC and participate in creating the final solution.
* Taking customer escalations if the agents are unable to handle the issues or if they aren’t able to convince the customers and providing alternative solutions to their problems.

**Work Experience 2:**

Company Name: H&S Tours and Travels Inc.

Process: Sales Executive

Duration: 15 Months (from July 2013 to September 2014)

**Job Responsibilities:**

* Selling Tickets in person as well as keeping track of the online ticket sales especially for American customers.
* Planning the travel route and keeping the track of the ticket costs and travel schemes using online resources and Saber application.
* Answering the queries of the passengers regarding the arrival and departure of the flights.
* Answering the online queries and the queries of the customer’s over the phone.

**Technical skills:**

* MS-office (MS Outlook, MS word, , MS PowerPoint & Advance Excel).
* Good Command in MS Excel with Advance.
* Typewriting (English).

**Personal profile:**

* Name : Khaja Eijazuddin
* Date of Birth : 25th August 1992
* Marital Status : Single.
* Languages Known : English, Urdu, Hindi and Telugu.
* Nationality : Indian.

**Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Place: **(Khaja.Eijazuddin)**

|  |
| --- |
| **Khaja Eijazuddin – 2014710**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |