** KHAJA
United Arab Emirates. (U.A.E.)
*Email*:** **khaja.355480@2freemail.com**

***To actively contribute to the development and growth of the organization where my technical and communication skills could be utilized to the fullest extent and to achieve the remarkable position.***

**CAREER OBJECTIVE**

 To acquire a **Senior Team Member** Position in a Progressive Organization where my Qualification, Experience, and Exposure can be better utilized towards achieving the Organizational Goals, in turn achieve my Career Growth.

 **ACADEMIC QUALIFICATION**

* *Masters in the stream of Business Administration (M.B.A.) specialization in HR & Marketing from Osmania University.*
* *Graduated in the stream of Business Management (B.B.M.) specialization in Consumer Behavior & Sales Management from Kakatiya University.*
* Intermediate in the stream of Bi.P.C. From *Board of Intermediate Education, Hyderabad-INDIA.*
* SSC *from Board of Secondary Education, Hyderabad- INDIA.*

 **PROFESSIONAL QUALIFICATION**

* **Diploma in Computer Accountancy (Tally ERP 9, Wings, Focus).** FromInstitute: Wave Infotech, Hyderabad, INDIA.
* **Diploma in Computer Applications (D.C.A.)** fromInstitute: Professional Computer Education, Karimnagar, INDIA.

 **PROFESSIONAL EXPERIENCE (+ 4 YEARS)**

Organization : **BA Continuum India Pvt. Ltd.** , Hyderabad

Designation : Worked as a **Sr. Team Member.**

From Mar. 2012 to Dec. 2016.

 **SPECIALITIES**

* Well versed with computer & Internet.
* Good knowledge of management skills.
* Quick learning and adopting capabilities
* Discipline, positive attitude.
* Candid behavior.
* Smart working nature.

 **PROFESSIONAL SUMMARY**

**COMPANY: BA Continuum India Pvt. Ltd**,

LOCATION: Hyderabad, INDIA,

DURATION: 4 Yr 8 months

POSITION: **Sr. Team Member.**

**DUTIES AND RESPONSIBILITIES**

* Process: Passcodes
* Provided customer service for the US based customers.
* Assisting customers in opening account.
* Assisting customers with their Online ID and Passcode to access their accounts Online.
* Creating new Online ID and Passcode.
* Used to reset the passcodes.
* Was in top 5 in the stack rankings on the floor.
* Handled calls and multiple chats.
* Maintained AHT by adhering to the process.
* Providing Training to Fresher’s.

 **SKILL SET**

OPERATING SYSTEM : Windows 98/2000/me/XP/Vista/ windows 7/windows 10

MS OFFICE : Word, Excel, PowerPoint, outlook

 **PERSONAL DETAILS**

**Name : KHAJA**

**Nationality :** Indian

**Religion :** Muslim

**Languages Known :** English, Urdu, Hindi, Telugu can read and write.

**Marital Status :** Single

**Date of Birth** : 27-March-1988

**Passport Expiry :** 28/02/2023

**Indian Driving License :** Valid

**DECLARATION**

I solemnly declare that the above mentioned facts are true and correct to the best of my knowledge and belief.

Place : U.A.E.

 **KHAJA**