***CURRICULUM VITAE***

***ALI***

***Ali.368746@2freemail.com***

 ***Qualification: Bachelor of Science (Electronics), University of Pune. India***

 ***Objectives:***

*An independent and self-motivated professional with excellent research and writing skills, able to grow positive relationships with clients and colleagues at all organizational levels.*

*To pursue a career in a growth oriented organization where I can enhance my knowledge and contribute with the best of my efforts, skills & abilities and add value to meet the company’s goals and objectives.*

***Strengths:***

* *Organized and detail-oriented, able to prioritize and delegate tasks effectively to ensure timely tasks completion within a team environment.*
* *An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.*
* *Good understanding of electronic systems at an industrial level.*

***Education:***

***Graduation****: A.K. ISLAM’S Poona College of Arts, Science and Commerce, Pune.*

*(Affiliated to University of Pune, Pune, India)*

***Junior College****: Anglo Urdu Boys High School and Junior College, Pune.*

***Schooling****: Hume McHenry Memorial Convent High School of SDA, Pune.*

*(Indian Council for Secondary Education, New Delhi, India)*

***Languages:*** *English (Fluent R/W/S) Arab (R/W)* ***German: (Prime Basic)***

***Computer:*** *M S Office, Acrobat Reader, Photo Editor*

***Present Occupation:***

*Since January 2017* ***Tech Mahindra Business services, Pune. India***

 *(Business Processing & Outsourcing for Three Telecom UK)*

*Position: Customer Relation advisor*

***Experience Details:***

*From May 2016 to* ***WNS Global Services Private Limited, Pune India***

*November 2016 (Business Processing & Outsourcing for TUI-Touristik Union International – Germany & Thomson UK)*

*Position: Associate/Advisor (Copy attached)*

***Abilities & Responsibilities :***

* *Analyzing and outsourcing reports to Client & Management*
* *Developing new reports and delegating tasks to team members.*
* *Investigating and conducting study on forecasts and demand for case reports.*
* *Addressing & assisting the complaints department involving management in solving severe issues which may have been produced due to the firm’s services.*
* *Documenting, Controlling and maintaining reports related to discussions and recording feedback provided by customer and presenting reports to appropriate department to enable further improvement in services.*
* *Conducting reports for implementation of marketing strategies, leading to growth in customer acquisition.*
* *Following Health and Safety Regulations pertaining to task and make sure the working environment is been maintained safe and clean ambiance*
* *I have been always retained to take initiative to lead the team for responsible tasks & Proved to be best Team Builder, as well liked by team associates.*
* *Proactive and positive approach to learn new programs that can benefit to the company and uplift my career.*

***Personal Details:***

***Date of Birth:*** *03rd January, 1994 (23 Years) India*

***Nationality:*** *Indian*

***Hobbies:***  *Football, Swimming, Cycling, Photography*