### Personal Details

Indian

English, Hindi, Urdu and Arabic

### Area of Expertise

Good communication

Professional attitude

Team player

Solution oriented

Resourceful

Energetic

Competent

Result-oriented

### Personal Skills

Highly Articulate

Resourceful

Multi-tasking

### Qualifications

B.Sc Interior Design

Auto CAD – AUTODESK

3DS MAX

## Personal Summary

Diversely experienced, well-travelled and good in negotiating contracts, arranging and overseeing staff and handling budgets.

Effective in maintaining good client relations

Having a strong customer service orientation and delivery focus and a active commitment to continuous improvement and quality standards. Excellent communication skills and comfortable working in a fast paced, hands-on, growth orientated work environment.

## Work Experience

**Amazon Development Centre**

**(Hyderabad, India) Sep 2015 – Dec 2016**

**Digital & Device Technical Support (D2TS) for North America**

* Troubleshooting of various Hardware, Software and Network problems
* Configure Wireless Access routers and troubleshoot Internet connectivity issues.
* Run diagnosis on ‘Fire TV’ and troubleshoot hardware issues.
* Remote support for users using Amazon Prime
* Provide day to day support for Device and Digital issues
* Quickly arrange repair for hardware in occasion of hardware failure
* Process Refunds or Reissue Shows/movies for Prime Customers

 **Customer Support Agent (CSA) for U.K., North America and India**

* Manage large amounts of incoming calls, chats and e-mails
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Follow communication procedures, guidelines and policies
* Take the extra mile to help customers

**Freelancing (Hyderabad, India) Nov 2013 - May 2015**

1. **Interior Design**
	* Completed product research and purchase orders
	* Conducted correspondence with general contractors, sub contractors, product reps and vendors in order to pursue all needs associated with a given project
	* Assisted with on site client meetings, project measurements, documentation and site visits to ensure execution of plans and specifications, and to monitor the overall progress of the project.
2. **Event Management/Coordination**
	* 1. The Souk – ‘An eclectic Bazaar’
			+ Meet the vendors to ascertain their needs
			+ Finalize and manage the budget
			+ Develop event program and timeline and get it approved
			+ Engage vendors and service providers to ensure timely event arrangements
			+ Coordinated details of the event verbally and in writing with the clients
			+ Facilitated the team in making all the event related arrangements
			+ Booked short and long term events for clients
			+ Identified and pursued opportunities for more business.
		2. Car Launch ‘Mahindra Bolero’ – GVK Mall (Hyd)
		3. Promotional Event for Microsoft – Hitex Covention Centre (Hyd)
		4. Florist and shop Manager – Lavender Boutique (Mct)

**Oasis Enterprises (Hyderabad, India) Dec 2012 – Oct 2013**

* Undertake design project from concept to completion
* Define project requirements and schedule during the “brief”
* Interpret and translate customer needs into rough plans
* Set costs and project fees according to budget
* Research and decide on materials and products sourcing
* Supervise work progress
* Work closely with architects and constructors
* Research and follow industry changes, evolutions and best practices

**Nora Group (Hyderabad, India) Jan 2012 – Aug 2012**

* Working to a brief, which details what the space will be used for, and finding out the client's personal ideas and requirements
* Inspecting and surveying buildings
* Negotiating fees
* Setting schedules for the project
* Carrying out research, to make sure that plans are technically feasible
* Developing detailed designs, often using computer-aided design (CAD) software
* Choosing the most appropriate materials for the design and budget
* Advising clients on progress, and providing them with samples of paints and fabrics to be used
* Supervising the work as it is carried out.

 **Graffiti Designs (Hyderabad, India) June 2010- Sep 2011**

Interior Designer Trainee

* Developed and formulated partial interior design concept for projects.
* Conducted in-depth studies and analysis of areas to be designed to establish requirements that insure that the user's needs are met.
* Developed schematic furniture layouts to determine practical requirements and project limitations.
* Assisted the project manager and client with developing collateral equipments, including cost and acquisition strategy.
* Inspected existing conditions of facilities to determine possible architectural problems.
* Planned, designed, and furnished interiors of residential.
* Estimated material requirements and costs, and presented design to client for approval.
* Conferred with client to determine factors affecting planning interior environments, such as budget, and architectural preferences, etc.
* Advised client on interior design factors such as space planning, layout and utilization of furnishings or equipment, and color coordination.
* Designed, and purchased furnishings, art works, and accessories.
* Subcontracted fabrication, installation, and arrangement of accessories, paint and wall coverings, art work, furniture, and related items.