***HAROON***

Mobile No: Whatsapp +971504753686 / +919979971283

Email: [haroon.375891@2freemail.com](mailto:haroon.375891@2freemail.com)

**OBJECTIVE**

To achieve a challenging post in an organization of repute where my knowledge, skill and experience are utilized to the optimum for mutual growth. I am highly motivated, creative and versatile professional with competence in many disciplines, interpersonal skills, team building, analytical approach to problem solving, technical, logistical, and administrative and personnel issues.

**PROFESSIONAL EXPEREIENCE:**

**Working with Reliance Retail Ltd,** Lucknow, India: Jan/2015 to till date.

**Role :** Team Leader

**Responsibilities:**

* Work on SAP.
* Handling customer & client query.
* Create sales report weekly basis.
* Check the inventory weekly and monthly basis.
* Create report daily and monthly basis.
* Prepared the monthly presentation.
* Also prepare required reports daily basis.

**PREVIOUS WORK EXPEREIENCE:**

**Amertech Convergence India Pvt Ltd, Lucknow, India**: **May 2012 to Nov 2014**

**TEAM LEADER**

**Responsibilities:**

* Maintaining 121 Daily MIS and Agent performance reports.
* Manage Tagged Data for achieving the task and goal on time.
* Also prepare required reports for all CCE.
* Update Roaster for maintaining the attendance.
* Taking care of hourly massages of answered calls to Managers etc.
* And also controlling operation management.

**OR GLOBAL, DELHI**, India: June’2011 till Mar’ 2012

**Reservation Executive**

**Responsibilities:**

* Majorly worked on Galileo , Sabre and Amadeus etc.
* Majorly worked on Arik Air (W3) on Abacus etc.
* Booking Issuance, Reissuance Refund and split the PNR etc
* Handling passenger & client Query.
* Create payout fortnightly basis.
* Check the invoice weekly and monthly basis.
* Create the invoice daily basis.
* Create report daily and monthly basis.
* Preparing the monthly presentation.
* Also prepare required reports daily basis.

**Worked with Norbell a division of Amartech Convergence Pvt Ltd. From 08thApr.2008 to 21st Apr.2011**

* **DHL inbound Process.**
* **OUT BOUND PROCESS (POSTPAID TEAM .**
* **Senoir Team Member in Domestic process.**

**Job Profile**

* Worked as a CCE in VOC team,
* FBC (First Bill Calling): Interact with the new customer, provide the full information regarding the bill plan, which is using by customer.
* WHCC (Welcome Health Check Call), Extract the full information regarding the connection he is using and give the FTR in cases of any queries arise from the customer end.
* AV/CV (Address Verification), Gather the full information from the customer regarding with address provided, land mark, alternate number, ETC as required.

**EDUCATIONAL BACKGROUND:**

**M.B.A from Jaipur National University (Marketing)**

Bachelor of ART – 2011 UNIVERSITY OF LUCKNOW, Lucknow India

Intermediate & Matriculation from State Board – Allahabad

**PROFESSIONAL QUALIFICATION**

Advance Diploma Aviation and tourism management from ‘**Trade Wings’** Lucknow (2012)

**TRAINING**

**M.S. office XP Suite:** Advance Diploma in Computer Application from **‘Kamlesh Commercial College**.

**EXPERTISE:** knowledge in M.S. Excel.

**HOBBIES:**

Workout & Playing Video Game

**PERSONAL DETAIL:**

Date of Birth : 20th May, 1990

Marital Status : Single

Nationality : Indian

Lang. Known : English, Hindi, Urdu & Arabic (Beginner Level)

Passport Details : (VALID TILL 30-07-2025) STATUS ECNR

**DECLARATION:**

I hereby declare that the information given here with is correct to my knowledge and I will responsible for any discrepancy.

Date:

Place: (HAROON)