# NADEEM PicsArt_01-13-09.55.24-01.jpeg

**Customer Service and Business Processing – Information Evolution India Pvt., Ltd**

**E-mail:** **nadeem.376759@2freemail.com** **, Contact No:**  C/o 971504973598

**CAREER OBJECTIVE**

* To work in a sector where I can learn and acquire knowledge which I can use for the benefit of self, the organization and to work in a lively work environment focused on promoting business growth by providing better worth and service.
* Demonstrated success in ascertaining need and goals, envisioning new concepts and future trends, streamlining business operations, turning around unprofitable functions and following through with development direction and accomplishment, cost and time effectively in the fields of Business Development.

**KEY SKILLS**

* Exceptional interpersonal and negotiation skill, analytical approach and comprehensive problem detection /solving abilities, giving total solution for any area/problem within the company.

**STRENGTHS**

* Friendly, hardworking, a good team player and possess excellent work ethics.
* Ability to work under stress. Enthusiastic, confident and energetic with an ability to lead and command people.
* Possesses excellent analytical and logical skills with ability to reach at the solution.

**PROFESSIONAL EXPERIENCE**

**Experiences:**

* Employer: Information Evolution India Pvt., Ltd. (as) Senior Telephone Analyst (Level- I).
* Duration: 17 June 2015 – 12 December 2017
* Domain: Business Processing, Background Verification and Internet Research.

**RESPONSIBILITIES HELD**

**Nature of Work** – **Banking, Sales, Marketing and Customer Service:**

* Background Verification and Handling Outbound Calls for various industries like Banking, Sales, Lead Generation, Telephonic Verification, Automobile Industries, Hospitals, Schools, Construction Companies and other Public Sectors in USA.
* Promoting whitepapers for leading software companies in USA.
* Managing and verifying Client Data, in order to train other Co-Advisors.
* Coordinating with the management team to make sure all the data is accurate and send final delivery file to the Client.
* Monitoring the Team in order to yield best results as per the client’s requirement.
* Contact client’s regarding new updates and queries regarding the project.
* Reviewing process notes and providing suggestions to Co-Advisors.
* Maintaining Quality of work by assisting the team by doing a Quality Check according to the client’s requirement in the given data.
* Worked as a member of POC (Proof of Concept) for project pricing and to create Project guidelines for the team.

**AWARDS/ACHIEVEMENTS:**

* 10 Star performer awards of the month in **IEI.**
* Winner in **IEI Inter Cricket Tournament 2015 and 2016**.
* Executive member of Fun Committee and Office Radio Jockey.

**EDUCATIONAL QUALIFICATION**

* **Bachelor of Business Management (Computer Application) 2013 –** Kongunadu Arts & Science College, Coimbatore.

**COMPUTER PROFICIENCY**

* Able to work in windows environment.
* Versed in MS – Office, Outlook, Word, Power Point, Excel.

**PERSONAL PROFILE**

Date of Birth : 12-02-1992

Languages Known : English, Tamil, Hindi, Urdu and Malayalam

 Marital Status : Single

 Nationality : India

 Visa Type : Visit Visa

 Visa Valid Till : April 10, 2018

**DECLARATION**

I hereby declare that all the above furnished information and particulars are

true to the best of my knowledge and belief.

Date:

Place: (Nadeem)