ALIASGAR

Jumeirah Lake Towers

Dubai

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# PERSONAL INFORMATION

Born September 24th 1984

Citizenship: Indian.

# WORK HISTORY

MAY 2007 – may 2014 Seven SEAS Corp Ltd

**Office Administrator (7 years)**

* Attend the switch board or AVAYA operation including attending calls and transferring them to the respective extensions
* Managing the scheduler for the appointments
* Have also handled client correspondences via e-mail, Chat and calls
* Arranged Client meetings as per business requirements

May 2014 – JUL 2015 Tata Consultancy Services

**Process Associate (14 months)**

* AUS IB/OB process for TELSTRA
* Achievement on C-sat Scores.
* Delivering the required trackers to the client within SLA with no compliance.
* Leave management and shrinkage handled for the team.
* Meet Goals as set by Quality and operations.

APR 2016 – FEB 2018 Vodafone UK

**Customer Relations (23 months)**

* Handling complaints written for and addressed to the CEO
* Managed 4 different complaint channels
* Resolution percent above 24% as per required SLA
* Work hygiene maintained in the entire tenure
* Meet Goals as set by Quality and operations

# EDUCATION

March 2001 j.n. petit technical high school

S.S.C

October 2007 N.I.O.S

ARTS H.S.C

# Qualifications

C-DAC Grade B Completed DEC 2002.

Diploma in Airline Ticketing Grade A Completed in SEP 2003.

SABER Completed SEP 2003.

# Area’s Of Interest

Music, Travelling, Movies