Resume

**Wafa **

**Current Location: Dubai (UAE)**

**Visa Status: Visit Visa (3 Months)**

Nationality: Indian

Religion: Islam

**Availability to Join: Immediately**

Highest Education: **Bachelor's Degree (Commerce)**

**Total Work Experience: 6 Years**

**CONTACT & PERSONAL INFORMATION**

**Mobile Number: C/o 0505891826**

Email Address: [wafa.379158@2freemail.com](mailto:wafa.379158@2freemail.com) Date Of Birth: 1st May 1989 (Age: 29)

Gender: Male

**Work Experiences**

* **Jan 2017 - December 2017 (12 Months)**

**Administrative/Office Assistant**

At Prime Travels & HR Consultancy

**Location:** Navi Mumbai, India

**Company Industry: Travels & Human Resources Consultancy**

**Job Role:** Administration, Admin/Office Assistant

**Job Profile:**

* Perform general clerical duties which include but not limited to: photocopying, Scanning Documents, mailing and filing & Visits Bank for Financial/Bank Related Works.
* Railway, Hotel & Flight Ticket Booking.
* Maintain hard copy and electronic filing system.
* Purchase and maintain inventory of office equipment, stationery and administer maintenance contracts of office equipment and facilities.
* Handle Reception in Absence of Receptionist & Perform other duties as assigned by the management.
* **February 2015 - September 2016 (19 Months)**

**Customer Service Associate (Call Center Agent) for Flipkart.com**

At **WNS Global Services**

**Location:** Navi Mumbai, India

**Company Industry:** **E-Commerce Customer Service**

**Job Role:** Support Services, Handing Customer Queries & Complaints

# **Job Profile:**

* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution, Keep records of customer interactions, process customer accounts and file documents
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* **June 2012 - June 2014 (2 Years)**

**Store Keeper Cum Administrative/Office Assistant**

At MUKUL DEVELOPERS

**Location:** Mumbai, India

**Company Industry:** Construction and Building

**Job Role:** Store keeper Cum Admin/Office Assistant

# **Job Profile:**

* Controlling site material wastages & maintaining the site neatness.
* Manage store room & inform the manager about material requirement.
* Placing materials order to the vendor/ supplier.
* Receive & inspect the incoming material as per order.
* Proper planning of materials/ stock keeping.
* Receiving/ preparing delivery challans of received materials.
* Issuing materials to the contractors/workers as per the requirement.
* Keeping record of incoming & outgoing materials.
* Maintaining the Delivery Challans & Bills file.
* Bills verification of received materials as per delivery challans.
* Providing general administrative and clerical support including mailing, scanning, faxing and copying to Admin Manager.
* **September 2011 - May 2012 (9 Months**)

**Phone Banking Officer (Call Center Agent) for Axis Bank**

At **FIRSTSOURCE SOLUTIONS LIMITED,**

**Location:** NaviMumbai, India

**Company Industry: Banking Customer Service**

**Job Role:** Support Services, Handing Customer Queries & Complaints.

**Job Profile:**

* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution, Keep records of customer interactions, process customer accounts and file documents
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication

**LANGUAGES & COMPUTER SKILLS**

* **English, Hindi & Urdu**.
* **MS Office (Excel, Word, Paint Etc.), Internet, CRM, E-Mail.**
* **NIIT Computer Certificate Course (2004-05)**

**Academic Qualifications**

|  |  |  |
| --- | --- | --- |
| **Class / Degree** | **Board/University** | **Year** |
| **SSC (10th)** | **Maharashtra State Board ( PUNE)** | **2005** |
| **HSC (12th)** | **Maharashtra State Board ( PUNE)** | **2007** |
| **B.Com** | **RASHTRIYA VISHWA VIDYAPEETH (MUMBAI)** | **2015** |

**Declaration:**

I hereby declare that all the above furnished details are true and truthful to the best of my knowledge and belief.

(**WAFA)**