

 **Shujath**

**Email:** **shujath-390277@2freemail.com**

**OBJECTIVES**

* Enriching my knowledge through my association with an esteemed organization like yours and gaining valuable experience.

**CORE STRENGHTS**

* My willingness to work hard and the determination to succeed.
* I have a zeal for life and wish to see the best for it.
* I always look for opportunities to improve my knowledge.

| **Formal Educational History of completion** | **Education Level/Degree** | **Area of Study** | **Completion Status** |
| --- | --- | --- | --- |
| 1999 | SSC  |  - | Completed |
| 2001 | Intermediate  | CEC | Completed |

**EXPERIENCE:**

* Worked in **HSBC**as a Associate for customer service

Duration: From November 2005 to May 2007.

* Worked in **RTA ABU Dhabi**as a customer service agent for transportation Department.

Duration: From 29th June2008 to 3rd August 2008.

* Worked in **AXIOM TELECOM** as a Sales Advisor for Mobile Retail Department.

Duration: From 22nd September 2009to 20th August 2010.

* Worked in **Bharathi Solutions Private Limited**as aAnalyst for customer service

Duration: From 2nd February 2011 to 29th March 2015

* Worked in **OSI SYSTEMS** asan Associate for customer service.

Duration: From 27th February 2017 to 5th September 2018.

**Extra-curricular activities:**

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* Drumming& Music.
* Exploring new places.
* Interest in History & Historic events.
* House Captain of the school.
* Cooking.
* Landscaping.

**Job Roles and Responsibilities in the Last Company:**

* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Motivating the team to achieve high standards and targets.
* Handling new client enquiries and acting as the face of the business.
* Dealing with and resolving problems and issues which arise.
* Working with the sales and marketing team to drive sales forward.
* Mentoring and training up junior and new staff. Monitoring & reporting on standards & performance targets.
* Arranging & chairing weekly team meetings, focusing on targets & achievements.
* Praise team members and creates a positive working environment.
* Ensuring all administrative and IT records are entered and updated correctly. Providing prompt and accurate information on individual performance.
* Monitors that various standards including internal quality service scores, project completion times, rework percent, productivity targets and service level agreements are achieved.
* Assist the trainer in the training and development of associates, and provides input as to training needs.
* Provides regular reporting to the Manager on team’s performance and provides monthly feedback to the respective associates on the same.
* Grooming the associates based on their potential and encouraged them by delegating more responsibilities and following up on what has been delegated.
* Reiterating leave policy in team meetings and published the leave balance to the team in regular intervals, which has helped the team to plan their leaves much in advance.

KEY SKILLS AND COMPETENCIES

* Proven ability to manage through others.
* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Able to priorities tasks and workloads in order of importance.
* Track record of delivering results within deadlines.

**Language(s)**

| **Language** | **Speaking**  | **Reading** | **Writing** |
| --- | --- | --- | --- |
| English | Fluent | Fluent | Fluent |
| Hindi | Fluent | Fluent | Fluent |
| Telugu | Fluent | Fluent | Fluent |