**RESUME**

**Saddam**

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**Career Objectives**

To be a part of organization,which provides better growth prospects so that i can make a contribution by utilizing and refining my current skills,as well as it gives me an opportunity to learn something new for my further professional development.

**Academic Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SR.**  **NO** | **QUALIFICATION** | **YEAR OF**  **PASSING** | **PERFORMANCE** |
| 1 | S.S.C | 2007 | 2nd Class |
| 2 | H.S.C | 2009 | 2nd Class |
| 3 | T.Y.Bcom | 2016 | Pass Class |

**Other Qualification:**

* **IRDA**(Life Insurance) Certified

**Technical Skills**

* Computer Graphics (D.T.P),Windows , (Word, Excel, PowerPoint), Internet,Tally.
* Finacle
* WMS
* Lead Management System
* IDMS Intrasystem

**Work Experience:**

1. .Working as a Customer Support Officer For ICICI Bank (7 Months )

Company Profile

1. It is a no. 1 Bank in Private Sector.
2. It has huge product range for every person.

Job Profile

* My job profile was to give Product Information to Customers and fix an appointment with Financial Advisors.
* Selling of Credit Cards
* Follow up of Leads.
* Solving customers queries and complaints.
* Achieving Target of the Company.

2 Working as a Customer Support Officer at JET AIRWAYS( 1 Year and 10 Months)

Company Profile

1 It is a one of the leading Airlines in India.

Job Profile

* Monitoring Client requirements, identify prospective opportunities and provide direct and indirect solutions to customer for Travel .
* Dedicated to exceeding client expectations, maintaining strong ,fruitful working relationships with customers to gain their trust and respect .
* Revenue generation in terms of selling of tour packages and Booking of Tickets .
* Checking of Fake bookings and handle misconnection PNR Bookings .
* Handling Customers Escalation, complaints regarding the A/C maintenance.

**Extra Curricular Activities:**

1. Participated in the sports activities.
2. Participated in cultural activities like Drama,Dance in college.