**Aslam**

**Email ID**- aslam.379506@2freemail.com

I look forward to leverage my competencies with the goals of the organization.

**Education**

Post Graduate Diploma in Business Administration (PGDBA) in Human Resource from Symbiosis University, Pune. (**December -2016)**

Bachelor of Science in Microbiology, Biochemistry and Chemistry from Jahnavi College affiliated to Osmania University. (**June-2012**)

**Work Experience**

**Amazon Development Centre India Pvt .Ltd, Hyderabad, India |D2TS Associate Digital**

 ***August 2015 – Present***

Business Service Area: Technical Customer Service, Amazon Kindle and Alexa North America

**Responsibility-**

* Identifying problem based on Customer query/inputs and analyzing problem for a suitable solution.
* Maintain performance metrics such as quality, productivity and attendance.
* Responsible for solving issues of Kindle and Alexa device.

**Google India Pvt. Ltd (Payroll with Serco Pvt Ltd**) **Mar 2013 – Aug2015**

**SPAM Specialist**

Channel/ Business Service: SPAM Team

**Analyst (Geo Content Reviewer)**

Business Service: Google Mapmaker

**Profession Skills**

* Good problem solving ability and analytical skills.
* Logical thinking and innovative solutions for complex problems.
* Well Organized and dedicated with a positive attitude.
* Able to handle multiple assignments.
* Consistently meet deadlines with effectiveness.
* Thriving on working in a challenging environment.

**Tools/Applications**

* Proficient: MS Excel & MS Office
* Operating System: Windows XP/Vista/ 7 Professional

**Personal Details-**

**Date of Birth**- 18th November 1988

**Languages Known**- English, Hindi, Urdu & Telugu

**Declaration:**

I hereby declare that all the above mentioned details are true to the best of my knowledge.