

SHAJAHAN.S

4/9, Elephant tank, 1st Street, Royattah.Chennai-600014

7010115717

shajahan1997786@gmail.com

Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Education

Course / Degree	School / University	Grade / Score	Year
B.Sc Computer Science	Mohammed Sathak College of Arts and Science	67%	2018
Higher Secondary Certificate	Justice Basheer Ahmed Sayeed Memorial Matriculation Higher Secondary School	67%	2015
Secondary School Leaving Certificate	N.K.T Boys National Highy School	87%	2013

Experience

- **Business support executive 2022 - Till date**

HDFC BANK

Micro finance department

Managing and providing backend support to Relationship managers,zonal heads and CH.Updation of all liability leads in CRM next.

- **Virtual Engagement Management 2021 - 2022**

Indusind Bank

Customer Support Executive

Dealing with account opening, account upgrade,ATM card,Health insurance.Generating RD,FD and maintaining customer satisfaction.Accepting and processing of customer instructions and requests at branch.

- **SO Officer 2019 - 2020**

HDFC Bank

Telecalling and Collection department.

Monitoring and verification. Also ensure that the customer queries are attended and resolved in an efficient manner and within stipulated time.

- **Helpline Officer 2018 - 2019**

Amtex Software solution Pvt Ltd

Work as a customer support executive and call taker

Understand customer problem provide the solutions

Skills

- **PERSONAL STRENGTHS:**

- Learner
- Positive Thinker
- Creative
- Decision maker
- Able to cope under pressure
- Sincerity towards job and punctuality

- **TECHNICAL SKILLS:**

- MS Office
- Basics in Computer Applications Personal Information

Personal information

- Name: Shajahan S
Father's Name: Sadiq V
Mother's Name: Jarina S
Gender: Male
Date of birth: 11/08/1997
Mother Tongue: Urdu
Languages known: English, Hindi, Urdu, Tamil
Marital Status: Unmarried

Reference

- **Prof. Dr. Rehana Sultana - "Mohammed Sathak College of Arts and Science "**
Head of the department

- **Suneetha Sivakumar - "HDFC Bank "**
Manager

Declaration

- I hereby declare that,the above mentioned information is true to my knowledge and I bear the responsibility for any corrections in the above mentioned particulars.