

CURRICULUM VITAE



Shabbeer Ahmed Raashid
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CARRIER OBJECTIVE

Seeking a challenging employment in your esteemed organization that would give me a scope to apply knowledge and provide me with opportunities to enhance my skills in my work.

EDUCATIONAL QUALIFICATION

<i>COURSE</i>	<i>INSTITUTION</i>	<i>CLASS</i>
<i>B.com</i>	<i>D. Banumaiah's College, Mysore</i>	<i>Pass Class</i>
<i>English Typing</i>	<i>Vijaya Institute, Mysuru</i>	<i>First Class</i>
<i>Office Automation Course</i>	<i>Academy of computer studies, Mysuru</i>	<i>B+ grade</i>

Computer Skills:

M.S. Office; M.S. Word, M.S. Excel, M.S. Power point, English typing, Working knowledge of office equipment like printers and fax machines, & SmartClass Education system

Experience:

*December-2018 to April-2020 worked as **front office Executive** at a reputed lodge, overall responsible for Front Office Operations for the hotel, greeting, handling all guests and internal customer complaints in courteous and efficient manner, online bookings, incorporating dates & accommodation, ensuring smooth coordination between all the operational areas within Front Office and other related departments, ensuring the front desk provides a professional and friendly service for customers, dealing with customers, including handling complaints when they come to the desk, Troubleshooting emergencies.*

*August-2017 to Nov-2018: Worked as a **Secretary to Doctor** at **Bharath Hospital & Institute of Oncology (HCG)**, Radiology Dept., doing PET/CT scan reports, X-ray, Mammography, FNAC/Biopsy scanning reports, fixing appointments for patients, maintaining statistics & records, dispatching reports in time, coordinating with patients,*

*Jan-2011 to July-2017: Worked as an **Office Assistant cum SmartClass-coordinator** at K.P. Convent & composite college for 5 years taking care of administrative work, maintaining records & files, issuing memos, sending/receiving edu., dept., mails, circulars, notifications, operating computer and using various education softwares, software updations, liaising education work, online submission of docs & records, maintaining equipments by completing preventive maintenance, troubleshooting failures, coordinating with the service engineer for repairs during breakdowns, monitoring equipment operation, training teachers to use smart class, conducting refresher trainings; Creating, organizing and keeping usage records.*

*March 2009 to April-2010: Worked as an **Office-Administrator** for Swamy Vivekananda Educational Institution (SVEI) Mysore, for 1 year Maintaining a clean and enjoyable working environment, handling external/internal communication & management systems, liaising with university offices, Banks, Auditor, managing clerical & other administrative staff, preparing reports and maintaining appropriate filing systems, conducting meetings with staff, arranging management meetings, preparing meeting agendas, maintaining minutes book, Maintaining contact lists, Write and distribute emails, correspondence memos, letters, faxes and forms etc.,*

*June 2006 - Nov 2009: Worked as **customer care officer (front Office sales)** at Bharti Airtel Ltd.*

Responsibilities:

- Interacting with the customers, direct sales, Bill collections using APS, MIS, CRM softwares, taking care of billing issues and other related queries
- Following up with telephone shifting requests, waiver logs, and Closure calls.
- Handling all the correspondence letters that includes complaints/requests.
- Resolving complaints within TAT time.
- Co-ordinations with Sales & Technical department, Billing and credit control (BCC), Retention, Marketing Switch, I&FR Dept., relating to Customers issues

*August-1999 to May-2006: Worked as a **Medical Transcriptionist & Proof Reader** for M/s. Medisoft solutions pvt., Ltd., & Prodat Transcription Services pvt., Ltd., having contract with Industrial Medicine Associates, Louisiana Mental Health Services, South Carolina Hospital, USA., doing reports like psychiatric, ophthalmic, speech and language, intellectual, progress reports, SOAP reports, discharge summary etc.,*

PERSONAL PROFILE

<i>Name:</i>	<i>Shabbeer Ahmed Raashid</i>
<i>Gender:</i>	<i>Male</i>
<i>Languages Known:</i>	<i>English, Kannada, Hindi, Tamil (speak)</i>
<i>Hobbies:</i>	<i>singing, sky watching, traveling</i>
<i>Permanent Address:</i>	<i># 4752, 4th Cross, Shivaji road, N.R. Mohalla, Mysore.</i>
<i>Passport No.</i>	<i>L7582744</i>
<i>Date of Issue</i>	<i>March 2014</i>
<i>Date of Expiry</i>	<i>March 2024</i>
<i>Place of Issue</i>	<i>Bangalore</i>
<i>Skills:</i>	<i>Excellent Communication, presentation and Interpersonal Skills</i>

Declaration

I hereby declare that all the above information furnished by me is true to the best of my knowledge.

Place: Mysuru

(Shabbeer Ahmed Raashid)

Date: