



SHAIK AHAMED

+971 583067138
Shaikh7479@gmail.com
DUBAI, UAE

PROFESSIONAL SUMMARY

Exemplary Team Leader with 2 years of team-building experience in corporate environments. Assessed strengths and weaknesses and actively mentored team members to reach goals. Assigned tasks according to members' strengths, often pairing complementary members together, achieving stronger teams by the project's end.

Skilled team player with a strong background In Sales environments. Works well Independently handling the assignments and always ready to go beyond basic assignments. Quick Learner with good computer abilities.

Motivated college student, currently enrolled and seeking an opportunity to apply skills in database management, spreadsheet, and other computer applications to meet challenging work assignments and support the management team. Excellent at communicating, writing, and editing. Keen attention to detail and focused on meeting deadlines.

SKILLS

- | | |
|-------------------|-----------------------|
| • Team building | • Mentoring |
| • Leadership | • Conflict resolution |
| • Team assessment | • SMART goals |
| • Coordination | • Motivation |
| • MS Word, Excel | |

EXPERIENCE

Team leader, COGENT E-SERVICES LTD, Dec 2020. Oct 2022. Mangalore. Karnataka.

- Documented daily operational data and communicated results to management.
- Led and coached the team to provide consistent, fast service.
- Assisted team members with the appropriate application Of policies and procedures.
- Managed team resource allocation to optimize productivity and reduce downtime.
- Recruited, trained, and supervised newly hired staff and evaluated performance.
- Trained junior staff members in proven sales strategies and techniques

Customer Care Executive, COGENT E-SERVICES LTD, Feb 2019 – Mar 2020, Mangalore, Karnataka

- Maintained data accuracy and accessibility with strong document control and file naming practices.
- Directed phone calls to shorten service time end steer conversations toward targeted solutions.
- Provided targeted customer support via live chat, email, and telephone.

EDUCATION

Bachelor of Commerce Annamalai University. Tamil Nadu.	Nov2022
Diploma E-Business Manipal Institute of Education. Mangalore, Karnataka Awarded Tally ERP 9. MS Word, excel	Dec 2018
PUC 2 Year Rosario Comp PU College. Mangalore, Karnataka	May 2018
Secondary School Examination Kunil Educational Institute. Badiadka, Kerala	May 2016

LANGUAGES

- Hindi, Native
- English, Fluent
- Malayalam, Native
- Kannada, Fluent

SKILLS AND STRENGTHS

- Proficient In Microsoft Word, and PowerPoint. Excel, Tally ERP 9
- Will speak positively about, work performance or work ethic
- Quick learner.
- Good Communication Skills
- Conflict resolution skills.
- Conflict resolution skills.

PASSPORT DETAILS

- Passport No.: 18487333
- Date of Issue: 06/09/2019
- Dote of Expiry: 05/09/2029
- Place of Issue: Kozhikode

DECLARATION

- I hereby declare that all the information mentioned above is true to the best of my knowledge and Belief

DATE: 15/02/2022

Place: DUBAI UAE.

Shaik Ahamed