



Shamama Begum

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ABOUT ME

Date of Birth:

04/08/1992

Nationality:

Indian

Religion: Islam**Marital Status:**

Unmarried

Languages:

English, Urdu, Hindi.

Passport:

T1111522

Date of Expiry:

31/03/2029

Professional Synopsis

A seasoned IT Support Specialist who has over 3 years of experience specifically in technical support. Enthusiastic, committed and have a hands-on approach to all my work. Looking for new and exciting opportunities that will help me to further develop my technical and functional skills as well as allowing me to make use of my current skill set.

WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE

- ✓ *Worked as software technical executive with Focus Soft net Pvt Ltd, from January 2021 to March 2022*
- ✓ *Worked as software technical executive with Focus Soft net Pvt Ltd from April 2017 to June 2019*

- Proficient in strategy formulation by in-depth study of inputs given by the leadership team & fine tuning strategies to ensure wider market reach and penetration of unexplored markets.
- Adept at handling technical support for corporate customers.
- Exceptional communication and skills.

AREAS OF EXPERTISE:**Software Implementation and Support**

- Responsible for taking control of and resolving complex Technical customer issues.
- Provide Technical support with issue resolution via phone/Chat/Email electronic medium.
- Identify and provide inputs on unique (Or) recurring customer problems.
- Maintains/build relationships with other groups that impact the technical aspect of our support Customer Care Etc)
- Interact with various internal IT support functions, Development, Operations, QA and external 3rd party vendors to trouble shoot and resolve complex problems.
- Good at handling client calls and willing to participate 24/7 on call support.

Career Highlights

Customer Relationship Management

Mapping client's requirements and providing them expert advisory services pertaining to selection of right products/solutions.

Maintaining healthy & cordial relationships with the clients for expanding business & resolving the queries & complaints for high customer satisfaction

Abilities:

- **Convincing Power Motivator**
- **Good communication skills**
- **Creative and executed**

**Extra Skills /
Certifications:**

- **MS Office 2003/2007/2010**
- **LAN/WAN technology**
- **windows Server 2003/2008**
- **DNS, DHC, WLAN, VPN**

Product Portfolio handled: ERP, CRM

- Handling customers across all domains (Trading, Manufacturing, Real Estate, Retail Stores, Warehouse Management, customer centric companies etc.
- Worked closely with other business analysts, development and infrastructure specialists to deliver high availability solutions for mission – critical applications.
- Devised tracking software with modules for inventory monitoring, customer relationship management, staff administration and generation of reports.
- Tested troubleshooting methods, devised innovative solutions, and documented resolutions for inclusion in knowledge base for support team use.
- Having hand on experience on remote tools like Team Viewer, Any desk, and Ultra viewer.

ACADEMIC QUALIFICATION**• Master of Business Administration. (2014)**

Osmania University Hyderabad India

• Bachelor's degree BSC. (2012)

Osmania University Hyderabad India.

• Board of intermediate education (2009)

Hyderabad India.

• S.S.C with Biology, Chemistry & Physic. (2007)

Hyderabad India.

STRENGTHS

- Curious Hard worker.
- Ability to foresee and communicate effectively.
- Proven Track Record of adapting the challenges. •Confident & Committed team player.