

MOHAMMED SHARUKH

Ph No: +91 9738926299

Passport No: R4662576

Email ID: sharukrock786@gmail.com



OBJECTIVE

Looking for a company which provides me a job relevant to my skill & knowledge, where I can use my abilities to grow well along with the company to enhance my career and give the best service in my job.

WORK EXPERIENCE

- **Two year of experience as sales executive in Cauvery motors.**

Roll & Responsibilities

- Greet customers and determine their wants comes needs.
- I used to advise clients on any services or product they need information and help on it.
- Answers customer's questions satisfactorily.
- Welcome customers by greeting and offer them assistance.
- Assist customers in making selection from diverse range of services available
- I used to achieve my targets.

- **Wipro (dell project) from 2018 till date**

- **Joined Wipro in May 2018 as a Service level Co-coordinator for Break fix and handled different location in PAN India & in Jan 2021 got into SPOC role for west zone.**

Roll & Responsibilities (Service level coordinator)

- Over 2.5 years of experience as SERVICE LEVEL COODINATOR.
- Pro-actively interacting with DELL Customers on Break fix service.
- Updating the status of the calls on Wipro One Force Web Module.
- Handling first level Escalations from DELL / Customer.
- Support and provide superior service via phones, e-mails and as a receiver and caller.
- Acting as Backup Call Coordinator for any region on requirement basis.
- Following with Engineers & the regions on call closures.
- Handles the demands of a high-volume customer service desk with ease exemplary customer service and complaint handling skills dedicated and reliable.
- Supporting Dell Laptops, Desktops, Workstation & Servers.
- Manage engineers on every day activity.

Roll & Responsibilities (SPOC)

- Over from 9th months of experience as (SPOC/TL) single point of contact/Team Lead for East and West zone.
- Auditing the coordinators across the west and east zone & helping to resolve the issue with the coordinators.
- Driving & monitoring the SLC's to update the calls on time & to reach the target on daily basis.
- Customer's escalation handling of west zone.
- People management for west zone.
- Preparing reports in EXCEL related to Service Support.

ACHIEVEMENTS IN CAREER

- Best key contributor Award for FY 17/18.
- Best performance Award.
- Best Engineer Award.

SKILLS

- Good in computer operating (Advance Tally ERP9 6.0, MS office)
- Leadership Quality and Expert in working pressure situation.
- Good coordinating and very capable with an ability to handle a customer.
- Initiative and problem solving abilities.

QUALIFICATION

- 2011 completed SSLS with the percentage of 64.32 from Mysore Lions School.
- 2013 completed PUC (Pre-University Course) by 50% from Maharaja Government PU College.
- 2016 completed BBM (Bachelor of business management) by 60.22% from Vaidya Vikas first grade college Specialization in Finances.

HOBBIES

- Cricket.
- Gaming.
- Traveling.

PERSONAL PROFIEL

- Name : Mohammed Sharukh
- Date of Birth : July/18/1995
- Father Name : Afsar Pasha
- Mother Name : Haseena Begum
- Nationality : Indian
- Gender : Male
- Religion : Muslim
- Married status : Single
- Languages Know : English, Hindi, Kannada & Urdu.

DECLARATION

I hereby declare that the about mentioned information is true to the best of my knowledge, information & belief.

Place: Mysore

Date:

Yours Faithfully
(MOHAMMED SHARUKH)