



## MANSHAH QADRI

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### Technical Skills

- *Mastery of Microsoft Office programs (Word, Excel, PowerPoint, Access, Outlook)*
- *LAN, MAN, WAN*
- *Routing Switching*
- *Installation and Troubleshooting of PC, Laptop and devices*
- *Ability to work with several operating systems. Windows 10/8/7, Windows 2000, Windows ME, Windows XP, Windows Vista, Linux, MS DOS*
- *Internet Knowledge*
- *Cloud Computing*
- *B2B Sales*
- *Cold Calls*
- *Cross Sell*
- *Revenue generation*
- *Business Development*
- *Relationship Management*

### Skills

- *Excellent verbal and written communication skills.*
- *Numerical skills*
- *Computer proficiency*
- *Strong knowledge of Social Media.*
- *Ability to work under pressure.*
- *Analytical skills*
- *Ability to work individual as well as in group.*
- *Customer service skills*

- *Excellent verbal and written communication skills.*
- *Numerical skills*
- *Computer proficiency*

## PROFESSIONAL SUMMARY

A highly motivated professional who is driven to succeed, and who has the ability to manage large-scale, complex projects. Thorough Collection Officer who has significant experience in corporate and consumer debt. I have extensive experience of project scheduling, managing resources, organising team activities. Specializes in high AED amount debt and debt that was uncollected by previous collection attempts. Dedicated professional who takes the job very seriously. Regularly met or achieved monthly revenue goals. Excellent corporate communication and presentation

## WORK HISTORY

### Senior Representative

#### MOHRE – Ministry of Human Resources and Emritisation

##### Teleperformance

*May 2020 – present*

- Handling customer queries related to labour relations
- Advising and directing to follow the protocol laid by Labour Ministry
- Briefing about the rights of employee and employer
- Lodging complaints, if required
- Follow up and implementation of complaints, WPS status, security deposits

### Administrative Coordinator

#### Tasheel – Hadaf Al Khaleej LLC

*March 2019 – April 2020*

- Carrying out administrative task with accuracy and speed.
- Coordinating office maintenance issues relating to office equipments and repairs
- Developing and expanding administrative systems to meet the company needs
- Creating, testing and implementing a wide range Microsoft Word macros and templates
- Ensuring all the enquires are met with utmost satisfaction
- Dealing with queries on phone, email and social media
- Recording, compiling and then distributing the minutes of meetings
- Planning and scheduling meetings and appointments
- Creating and maintaining filing and other office systems

### Customer Executive

#### Wipro Global services, New Delhi

*Sept 2014 – March 2016*

Wipro Limited is an Indian multinational corporation that provides information technology, consulting and business process services.

##### Technical Expertise

- Generate monthly budgets and sales forecasts
- B2B Sales, Cross sell and direct sales.
- Make Reports in MS Word, MS Excel and other tools.
- Reaching out to new customers and making presentations or pitches outlining the benefits of product/services.
- Understanding the client requirements and then customizing the product/services as per their needs

## Hobbies

- Travelling
- Listening to music
- Internet Surfing

## Career Accomplishments

*Undertaking complex challenging role, delivering key achievements including:*

- *Achieved 'Employee of the Quarter' Award for designing and successful resolution of cases with maximum customer satisfaction*
- *Attained 'Employee of the Month' status twice for FIS (Fidelity Information Service)*
- *Achieved excellent appraisal rating for last 2 years; attaining rating of 4 against a scale up to 5, in recognition for out-standing commitment and contribution to organisation.*

## Languages

- English
- Kashmiri
- Urdu
- Hindi

## Sr. Customer Executive Fidelity Information Services, New Delhi

*Aug 2017 – Jan 2019*

Fidelity National Information Services Inc. is an international provider of financial services technology and outsourcing services. processing and banking software, services and outsourcing of the associated technology. FIS has over 20,000 clients in more than 130 countries. FIS was ranked the #1 Financial Technology company on the FinTech100 in 2013 and 2014

### Technical Expertise

Worked as a Senior Associate on B2B cases, troubleshooting and coordinating with the Vendors, (TELESONIC, RADIUS, BETAL, BI-NATONE, CISCO), generate sales and contracts

### Problem Analysis

- Finding resolution of issues on spot and resolve the issues within stipulated time.
- Generating sales for various products offered by company
- Renewing contracts with existing customers
- Updating customers about new policies or any policy changes.

## EDUCATION

### B. Tech Information Technology

Swami Devi Dayal Institute of Engineering & Technology,  
Haryana, India, 2014

### Core Java

DOEACC, Jammu & Kashmir, 2013