



- **Curriculum Vitae**

- Afshan Feroz Sayyed
 - afshansayyed940@gmail.com
 - Contact No: +91-8108781606
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- **Objective**

- To secure a progressive career appointment, offering challenges and responsibilities to carry out management jobs with maximum use of Business Management background and assure high quality service through utilizing knowledge.

- **Key Skills**

- Highly motivated and determined to achieve objective.
- Flexible, quick learner with positive attitude.
- Excellent Communication Skill.
- Excellent Presentation skill.
- Creative and optimistic approach in developing new ideas and solving problems.
- Flexibility of working independently as well as team

- **Education**

- Completed Secondary Education gaining SSC Certificate 56.80% (March 2014)
- Completed Higher Secondary Education gaining HSC Certificate 68.46% (February 2016)
- Completed Bachelor In Business Management in 2019 (Mumbai University)

- **Professional Qualification**

- Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Airhostess Training

- **Computer Skill**

- - Tally ERP-9
 - MS-Office

- **Certifications**

- - Certificate course in GDS Amadeus .
 - Diploma in Travel and Tourism from Frankfinn Institute of Airhostess Training Institute Mumbai .
 - Awarded certificate from National Skill Development Corporation .

- **Appointments**

- - **Customer Service Executive at Teleperform, Mumbai (Sub-Contract for OLA- Popular Cab Service) (June 2019 to August 2019)**

- - **Responsibilities Includes:**

- - - Efficiently responding and resolving merchant queries and complaints.
 - To create booking and cancellation for the customer.
 - To show them the charges for the ride.
 - To inform the customer about new policies and new updates.
 - Appropriate and timely follow-ups wherever required.
 - Escalating unresolved queries to respective departments for accurate redressal.
 - Ability to empathize with and prioritize customer needs.
 - Ability to approach problems logically and rationally
 - Coordinating with internal teams to resolve customer issues.

- **Online Sales Promote for MUD Showroom**

- **Responsibilities Includes:**

- Generating content for the website and social media.
- To maintain a good relationship with customer.
- To being more customer to visit your page.
- To maintain customer satisfaction with the product.
- To maintain the customer feedback about the product.
- Optimizing content on the web.
- Updating social media platforms.
- Advising on and revising trends.
- Managing the creation and delivery of marketing strategies.
- Creating and delivering email campaigns.

- **Support Manager for Zerodha (India's no.1 broker) (September 2020 to August 2021)**

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- **Responsibilities Includes:**

- Using computerised systems to access the details of customers.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.
- Informing the customer about the market rates.
- Informing the customer about the new policies of the company.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Keep records of customer interactions, process customer accounts and file documents.
- Ensuring customer queries are answered to their satisfaction.

Sitel India Private Limited (October 2021 to Present)

Responsibility Includes:

- Handling Axis Mutual fund clients
- Handling Mutual Funds division and end to end operations of it.
- Effective handling & monitoring day to day Operations via transaction processing effective allotment / payouts, monitoring Controls, KYC, etc.
- Handling various day to day transaction activities.
- Smooth Branch coordination - to ensure minimal complaints and quick resolution
- Ensuring the highest levels of service to the client

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Personal Details

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Date of Birth: 15th May 1998

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Nationality: Indian

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Marital Status: Single

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Languages: English, Marathi, Hindi and Urdu

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Contact: +91-8108781606

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Native Address: 706, Sayyed Chawl SRA CHS Ltd, S.V.Road, Jogeshwari West,Mumbai-400102 .