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Achievement: Received 'Pillar of Croma' award in Croma. A 'Bronze Medal' in Intelenet Global Services. Also, 4 certificates for voluntary work in the organisations.

Objective: To work with an organization where I can apply and enhance my education, knowledge and skills with an opportunity for mutual growth and advancement.

Work Experience:

Name of the Company : Knowledge Planet - Dubai UAE
Department : Education, Business development.
Designation : Customer service executive/ documentation.
Duration : 8th December 2018 – Till Date

Job Responsibilities:

- Make telephone calls to prospective students and parents and appraise them Of knowledge planet, their courses and counsel them how the courses will benefit the child.
- Build excellent rapport with the parents and the students.
- Invite parents to the offices for meetings with the counselors or to the event that are conducted in various hotels, or for any other events or purpose as the need may be.
- Maintain detailed conversation thread, as per conversation date in the master sheet.
- Follow up with students and parents about the telephone calls and other deliverables that needs to be passed on to Program Managers.
- At present, working with accounts team. Maintain book keeping and accounts. Income and expenditure.
- Verify income and relating it from bank statements. Assist in auditing.

Name of the Company : TechMahindra - India, Mumbai
Department : Vodafone Australia (Complaints)
Designation : Analyst
Duration : 15th March 2018 – 1st September 2018

Job Responsibilities:

- Handle customer inquiries, complaints, billing questions and payment extension/service requests.
- Resolve complaints over call and give accurate and quick resolution to the customers.
- Handle escalations from other departments.
- Maintain confidential and secured information of the firm..
- Assist customers with their charges.
- Provide information for and international delivery roaming.

Name of the Company : Intelenet Global Services - India, Mumbai.
Department : UK. Mortgage Department. Banking/Verification.
Designation : Advanced underwriter for Barclays bank, UK.
Duration : 26th May 2014 – 2nd March 2017

Job Responsibilities:

- Act as a focal point for assigned processes and department interface.
- Verify applicant's details. Analyse the mortgage applications of the applicants and Understand if mortgage is affordable by the customers.
- Provide operational support by preparing detailed and accurate documentation such as invoices, memos, letters, financial statements and other documents using all Microsoft applications.
- Maintain confidential and secured information of the firm.
- Verify and identify id and residential proof of the applicants. Checking credit reports of customers.
- Update income and commitments in applications

Previous projects / Contributions to the organizations:

- Coordinate with the brokers and branch advisors based in UK
- Worked with Team Leader to review calls for the team on a weekly basis thereby identifying common errors, providing real time feedback and sharing observations on weekly change to the metric rates.
- Mentor to peers in the team struggling on achieving scorecard metrics.
- Provide weekly, bi-weekly and monthly targets for achieving specific

metrics and performing Month End Review to track performance progress while assisting teams on the floor.

- Also did Floor Support for new training batches during their SDA Phase thereby sharing best practices to help them transition on par with the knowledge base on a site level

Name of the Company : DSM Infocom - India, Mumbai

Department :IBM, contract basis. IT.

Designation :IT helpdesk coordinator.

Duration : 16th April 2013 – 17th April 2014

Job Responsibilities:

- Provide Remote Support to users located at corporate office & different stores of shopper's Stop, Crossword and Hyper City across the Country.
- Understand LAN, WIFI, and VPN Network related issues and forwarding to relevant teams for solution.
- Follow up with server admin for Domain ID, Email ID creation of the users and accessrelated requests.
- Allocate laptop/desktop to new users.
- Maintain reports for Pending and logged calls.
- Identify and escalate problems to Incident Management and to Team Leaders, which could have high impact to Business customers.
- Send Communications to Users, Engineers and clients
- Raise, track and manage tickets through maximo tool

Name of the Company : Aditya Birla Minacs - India, Mumbai.

Department : HDFC Bank (NRI)

Designation :Customer Service and Sales.

Duration : 3rd feb 2012 – March 2013

Job Responsibilities:

- Handle query and complaints of NRI Customers. Providing details and information regarding NRI Accounts.
- Help them to open the accounts with HDFC bank in India.
- Follow up with head office and keeping the applicants updated with status till the account is opened.
- Provide accurate information regarding account related products in HDFC.
- Maintain confidential information in the systems.
- Provide quality support to prospect, new and old account holders.

- Do upgrades/convince customer to join hdfc bank For their nri accounts

Name of the Company : Croma (A Tata Enterprise) - India, Mumbai.

Department : Croma Electronics, Retail Industry.

Designation :Customer Service specialist /Sales.

Duration : 3rd December 2009 – 19th December 2011

Job Responsibilities:

- Handle queries and complaints oncall.
- Coordinate with service centre for demo and installation of the new products at customers place.
- Logg calls with service centre. Providing products prices, features and availability on call to customers.
- Arrange the engineers at customers home for large Appliances for service or non functioning.
- Provide accurate and quick resolution to the customers
- Accurate documentation on given portals and maintain permitted data using microsoft tools.
- Understand the customers need and sell the electronic products accordingly.

Academics:

- **Bachelor in Commerce** from Monad University (2014)
- **H.S.C** From DurgaDevi Junior College (2009)
- **S.S.C** From St. Thomas High School (2007)

Personal details:

Date of Birth - 7th May 1991

Marital Status - Single

Nationality - Indian

Visa Status - Emolyment visa, valid till december 2020.