**SHOEB AHMAD SIDDIQUI**

154/13 Teri Bazaar, Moulviganj, Lucknow – 226 018

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**Career Objective**

Seeking challenging and responsibilities position in reputed organization where my educational abilities can be optimistically utilized with opportunities of growth, enhancement of professional knowledge and permanent employment.

# Key Skills

* Office System & Procedures
* Organizing / File Maintenance
* Good knowledge of IT
* Office management (Front & Back)
* Time management
* System maintenance & Configuration
* Perfect Command of Internet
* MS Office proficiency and tracking- software familiarity.

# English Typing: 70 wpm, Arabic typing

# Record Keeping

* Reports & Presentations (Excel & PP)
* Customer Support & Front Office Reception

**Experience**

**Data Entry Specialist,** SSP Office – Lucknow – December 2018 – December 2019

* Entered data by alphabetic & numeric information according to the required format
* Store completed data entries into appropriate location
* Maintained and updated files as necessary
* Performed other work as required or assigned.
* Online filling form in database with accuracy.

**Customer Support Executive,** Four Square Facility Management – Abu Dhabi, Aug 2018 – Nov 2018

* Followed up ensuring relevant actions were taken on clients complaints
* Prepares assessment progress reports for management, client.
* Record details of inquiries, comments and complaints and actions taken.
* Acting as a point of resolution for customers who have complaints
* Obtain and evaluate all relevant information to handle inquiries and complaints.

**Office Assistant,** New Way Institute of Hardware & Networking – Lucknow**,** Feb 2016 – Aug 2018

* Entrusted to manage office in the supervisor's absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official institute correspondence.
* Performed basic office related tasks including emails and online correspondence, photocopying and recordkeeping.
* Communicated effectively with multiple departments to plan meetings and drafting packages for new students. Established strong relationships to gain support and effectively achieve results.
* Material and System Management: Preparing periodic report for the requirements of the systems. Installation of OS, Software etc. coordinating a person to person network both on and off the system. Hardware/Software diagnostic and problem solutions of equipment (System, Printer, Scanner and Copier etc.)

**Office Secretary,** Computer Centre Police Department – Lucknow**,** June 2012 – Oct 2015

* Routine administrative duties like couriers, stationery management, and vendor management.
* Keeping the institute's records and looking after the collection of tasks & other days from students.
* Drafting and preparing the syllabus content for various courses running in institute.
* Keeping the time records both for staff and students.
* Performed various secretarial/clerical duties such as documenting, photocopying, faxing, mailing, and organizing filing system both hard and softcopy.

**Computer Operator/Data Entry**, Graphic Zone – Lucknow, Sep 2008 – May 2012

* Maintaining and managing the computer operations.
* Preparing Thesis, Project, typing works etc., with strong emphasis on accuracy in Data Entry with efficacy and accuracy.
* Filing, indexing & Record keeping.
* Utilized scanner, copier, telephone, fax machine, and printer to perform tasks.
* Internet-working concepts, Net based data collection & its respective postings accordingly.
* Excelled in response to deadline-intensive environment, ensuring the accurate and on-time completion of all projects.

# Project & Assignment

* Successfully completed a data processing project for the Uttar Pradesh Police Department, Government of India containing approximately 0.5 lacks entries on a time bound basis.

*Got special appreciation from higher authorities regarding the performance for this project.*

* Completed a project of data entry for customer application entries for SBI Life Insurance.
* Leading the team of 5 members, completing the BSNL project of data entry containing nearly 2 lack entries for their prepaid customer application entries on time bound basis.
* Worked on a data entry project of Allahabad Bank for their customers’ information.

# Education

* M.Sc. IT **(Information Technology)** from Sikkim Manipal University.
* Graduation **(English)** from Lucknow University.

# Certifications

* Microsoft Certified Professional–**MCP**
* Certificate in Computer Hardware and Networking Professional **(JCHNP)** from Jetking Infotrain Ltd.
* Six Month Diploma in **Desk Top Publishing** from ACCESS Computers, Lucknow.

**Personal Details Father's Name :** Mr. Naseer Ahmad

**Date of Birth :** 05thMay 1984

**Nationality :** Indian

**Languages Known :** English, Hindi & Urdu

**Passport Status :** P–9439288 (Valid up to 19the April 2027)

**Reference :** Available upon request