**CURRICULAM VITAE**

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**OBJECTIVE**

Seeking a professional position at a well-established organization where educational background, skills and experience can be utilized to contribute positively to the organization.

**PROFESSIONAL SUMMARY**

Well-rounded, result-driven individual with over 10 years banking and logistics experience in fast-paced environments. Rapidly acquires business knowledge and technical skills. Proven ability to work through any obstacles to achieve goals. Recognized for responsiveness to customers and professionalism. Quick learner ready to help a company to meet their business goals. Previous position includes leadership responsibilities, problem solving, planning and organizing. Positive attitude and ability to communicate with all level of staff and management.

**EDUCATION**

* **BACHELOR’S IN COMMERCE FROM EIILM UNIVERSITY (BANGALORE)**

**WORK EXPERIENCE**

**CUSTOMER SUPPORT EXECUTIVE**

**OLA , BANGALORE AUGUST 2019 TO MAY 2020**

* Resolve customer queries on email.
* Call the customer when required.
* Call the driver partner when required.
* If the customer is eligible for a refund from the Ola app then process the refund.

**SENIOR HUMAN RESOURCES EXECUTIVE**

**CREATIVE TECHNOLOGY LLC , DUBAI SEPTEMBER 2017 TO MARCH 2018**

* Recruiting New Employees.
* Creating offer letter and Service certificate.
* Creating MD – MIS report.
* Updating Attendance.
* Maintaining the file system of the employees.
* Maintaining the license of company and renewing them on time.
* Keeping track of the Employees visa.

**SENIOR HUMAN RESOURCES OFFICER - LOGISTICS**

**SICAL LOGISTICS LTD, CHENNAI, INDIA May2014– July 2016**

**Responsibilities:**

* Recruiting New Employees.
* Issuing ID cards for new Employees.
* Checking Contractor Bills and attendance.
* Updating Attendance in Software called Time office and ERP.
* Checking PF files, pension files and submitting them in the PF office.
* Creating offer letter and Service certificate.
* Joining formalities for the new joiners in the company.
* Creating ID card trackers, confirmation tracker, retirement tracker, deputation tracker, transfer tracker & retired re employed tracker.
* Creating MD – MIS report every month for contractors.
* Updating OD slips, Permission slips, Leave slips.

**Helped my dad in his business as a HUMAN RESOURCES EXECUTIVE**

**TOP GROUPS SECURITY SERVICES, BANGALORE Jan 2008 – November 2013**

* Recruiting New Employees.
* Taking care of joining formalities for new joiners.
* Speaking to Clients and fixing appointments to my Manager.
* Creating new ID cards for new Joiners.
* Visiting the sites once in week and check for attendance Register.
* Create payroll process and send it to my Manager.
* Create service certificate and Exit Clearance.

**BACKEND SKIP**

**ICICI BANK, BANGALORE FEB 2006 – JULY 2007**

**SKIP DEPARTMENT-COLLECTION**

**Responsibilities:**

* Received transactions data on daily basis and re-organized it for analysis as per the SOP (standard operating procedure).
* Contacted customers/agents to remove any discrepancy in the received data.
* Processed the data with the help of the predefined formula e.
* Analyzed the results and recorded the fluctuations in the computed values as compared to the standard values.
* Mailed the analysis results with personal comments to higher authority for further processing.
* Updated the standard formula e and templates by monitoring the periodic modifications in the government policy for the finance sector.
* Keep a track of all the receipt books and ID cards issued to the agency manager, executives and recovery agents.
* Handling three agencies who use to keep a track of absconding customers without making the credit card payments.

**KEY SKILLS AND COMPETENCIES**

* Proven ability to manage through others.
* Strong decision making and problem-solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Able to priorities tasks and workloads in order of importance.
* Track record of delivering results with deadlines.

**COMPUTER SKILLS**

Applications: Microsoft office suite (Excel, Publisher, Word, And PowerPoint), Open Office, Profit Manager
Operating System: Windows, Macintosh and Basics of networking.

**DECLARATION:**

I declare that the above information is true to the best of my knowledge.

**DATE: Mohammed Imran**

**PLACE: Bangalore**