**Syed musthaba H**

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**OBJECTIVE**

Well-qualified TEAM LEADER proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments.

**PROFESSIONAL SUMMARY**

* Worked as a **Line Team leader** in **Inter Globe Aviation Ltd (Indigo Airlines**) at Chennai, Tami Nadu, India (From July 2019 to February 2021)
* Worked as a **Testing Engineer** in Akas medical equipment at Chennai, Tamil Nadu, India. (From August 2018 to February 2019)
* Worked as a **Plant Engineer and Customer handling** in **Khalid and Hamad Readymix** at Doha, Qatar (from November 2016 to July 2018)
* Worked as a **Electrical site Engineer** in RV Electrical at Chennai Tamil Nadu, India (from June 2016 to November 2016)

**ACADEMIC PROFILE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S NO** | **COURSE** | **NAME OF THE INSTITUTE** | **BOARD** | **YEAR PASSED** |
| 1 | Diploma in Airport and Airline Management | REMO International College of Aviation | Alagappa University | 2019 |
| 2 | BE (ECE) | Annai College of Engineering and Technology | Anna University | 2016 |
| 3 | HSC | Town Higher Secondary School | State Board | 2012 |
| 4 | SSLC | Youth Welfare Matriculation School | Matriculation | 2010 |

**SKILLS**

* Leadership skills.
* Problem-solving skills.
* Self-Motivated & Positive approaches
* Communication skills.
* Time management skills

**ROLES AND RESPONSIBILITIES**

**TEAM LEADER**

* Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
* Provided primary customer support to internal and external customers in fast-paced environment.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Entered customer interaction details in AVAYA to track requests, document problems and record solutions offered.
* Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.

**TESTING ENGINEER**

* Planned, designed and performed manual and functional project testing and reported defects.
* Collaborated with scientific, engineering, and technical personnel to resolve testing problems and system malfunctions.
* Managed time and test system resources to meet quality objectives and cost estimates.

**PLANT ENGINEER**

* Maintained quality of product with robust inspections and assessment team.
* Maximized plant safety through proactive strategies and well-structured training.
* Managed direction and planning for plant with focus on optimization of daily functions, exceeding customer expectations and achieving KPIs.
* Reduced costs by eliminating materials waste and unnecessary labor hours.
* Implemented Just-In-Time methodology to help reduce WIP and waste.

**PERSONAL PROFILE**

Father’s Name : Haja mydeen Anwar batcha

Marital status : Single

Gender : Male

Passport no : M4580370 Valid till: 21/12/2024

Date of Birth : 22/12/1993 (26years)

**LANGUAGES KNOWN**

* + Tamil ( Speak, Read & Write )
  + English ( Speak, Read & Write )
  + Hindi ( Speak, Read & Write )

**DECLARATION**

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

**Place**:

**Date:**

**(Syed musthaba.H)**