Adnan Salim Shaikh

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# OBJECTIVE

I am looking for good career growth opportunities where my technical skills, knowledge and experience could be best utilized for the benefit of the company and I want to grow professionally by learning from the company and by working for long term.

## ACADEMIC QUALIFICATIONS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Degree  |  Year  | Year/ Semester  | University/Board  | Institute/ College  |  Percentage  |
|    Bachelor of Engineering in Computer Engineering (B.E. Computer Engineering)  |   Fourth Year (B.E.)  | Semester VIII  |  Mumbai University  | Rizvi College of Engineering  |  80.57%  |
| Semester VII  |  Mumbai University  | Rizvi College of Engineering  |  70.00%  |
|   Third Year (T.E.)  | Semester VI  |  Mumbai University  | Rizvi College of Engineering  |  70.23%  |
| Semester V  |  Mumbai University  | Rizvi College of Engineering  |  66.58%  |
|   Second Year (S.E.)  | Semester IV  |  Mumbai University  | Rizvi College of Engineering  |  60.00%  |
| Semester III  |  Mumbai University  | Rizvi College of Engineering  |  58.23%  |
|   First Year (F.E.)  | Semester II  |  Mumbai University  | Rizvi College of Engineering  |  61.25%  |
| Semester I  | Mumbai University  | Rizvi College of Engineering  |  62.13%  |
| Higher Secondary Certificate Examination (H.S.C. Science)  |    Class XII    | February 2008  | Mumbai Board  | K.M. Agrawal Jr. College Of Arts, Science and Commerce  |    73.00%  |
| Secondary School Certificate Examination (S.S.C.)  |    Class X   | March 2006  | Mumbai Board  | Guru Nanak English High School  |  74.13%  |

### KEY STRENGTH AREAS

* Customer Service Management Excellent Computer Skills
* Customer Relationship Management Cash/Revenue Management
* Operations Management Records and Data Management
* Billing Skills Facilities Management
* Business Development, Sales & Marketing Inventory Management
* People/ Team Management Handling angry customers
* Good Telephone Behaviour IT Skills, 75 wpm typing speed
* Excellent Data Entry Skills Hardware and Networking
* Languages Known: Arabic, English, Hindi Effective Communication Skills (Written and Spoken)

### TECHNICAL KNOWLEDGE AND SKILLS

* BASICS: MS Word, MS Outlook, MS Office 365, Excel, Power Point, Paint, MS-DOS, Windows, Internet Applications, and good knowledge of Salesforce.com and other CRM applications

## ACHIEVEMENTS

* Achieved 1st rank with 80..57% in Semester VIII of B.E. Computer Engineering degree (University of Mumbai)
* Achieved 2nd rank with 66.58% in Semester VII of B.E. Computer Engineering degree (University of Mumbai)
* Achieved 1st rank with 70.23% in Semester VI of B.E. Computer Engineering degree (University of Mumbai)
* Achieved 2nd rank with 66.58% in Semester V of B.E. Computer Engineering degree (University of Mumbai)
* Received Academic Excellence Award for achieving 1st Rank in Computer Engineering Degree at Rizvi College Of Engineering(University of Mumbai) from Students Islamic Organization of India Kalyan Unit
* Achieved/Received State Government Scholarship (SGS) of Maharashtra Government on merit to pursue Technical/Professional education (i.e. B.E. Computer Engineering Degree)
* Appreciated by engineering college principal, Head of Department(HOD) and professors for best performance in examinations

* Received Academic Excellence Award for achievement in S.S.C. March 2006 from Khair-e-Ummat Trust’s Tanzeeme-Walidaen Kalyan Unit

## PROFESSIONAL EXPERIENCE: 3+ years

Company: Amin Information Services

Industry Type: Retail

Employment Period: July 25, 2016 – January 27, 2020

Department: Sales

Designation: Sales Executive

* Handling customers queries and registration activities
* Resolve inquiries and issues for customers with a solution and satisfaction-oriented mind-set.
* Provide customer service through effective and timely use of email, Phone and social media.
* Handling Angry customers
* Understanding customer support related issues and ensure effective complaint management by coordinating with Support team
* Work with Account Managers, Technical Support, and Sales Staff to ensure customer’s questions are resolved
* Record all customer interactions and ensure that all questions/queries are resolved in a timely manner
* Obtain customer feedback information to improve our customer’s experience
* Identifying customer impacting issues, working out and implementing solutions and process improvements to increase customer satisfaction rate
* Demonstrate the ability to communicate with business owners and customers and excel at offering outstanding service to customers
* Manage monthly metrics reporting, including revenue reports, company statistics, RMA and Sample Request cost and outcomes tracking

### STRENGTHS

* I neither panic nor lose my patience and respond quickly during under pressure environments/situations
* Always keeps presence of mind cool and calm to take positive/right decisions/actions
* Truthful, Organized
* Never give up
* Proactive rather than reactive
* Good communications and interpersonal skills
* Customer orientation and soft skills
* Communication skills and spoken English, Arabic and Hindi
* Ability to understand complex systems and possess good IT skills
* Strong organisational skills, detail oriented, and the ability to handle multiple priorities
* Mature, proactive and responsible approach to work with initiative and problem solving capability
* Good literacy and numeracy skills
* Good communication skills and the ability to manage multiple tasks efficiently and work productively in a fast-paced, team-oriented environment

### HOBBIES AND INTEREST

* Research and share knowledge on various topics related to Health (how to stay healthy without doctors)
* Provide food, clothing and shelter
* Helping hand for the needy
* Planting