

# Curriculum Vitae

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## SHAHIDA

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### **Objective:**

To excel in the activities involved and contribute to the growth of the organization by effective application of all the skills and knowledge and delivering better of my abilities to the task assigned.

### **Current Work Experience:**

Company Name : National Polyplast India Pvt Ltd

Department : Purchase

Designation : Purchase Executive

Period : 27.01.2021 to Till now

### **National Polyplast India Pvt Ltd:**

NPIPL is a public limited company incorporated in the year 1992. NPIPL caters mainly to the Beverage Packaging industry through manufacture of PET Preforms, Bottle Crates and Display Racks. The company has manufacturing facilities in Chennai, Sriperumbudur, Pondicherry, Silvassa and Roorkee. It is one of the largest manufacturers of PET Preforms in India.

### **Key Responsibilities:**

- Research Potential Vendors
- Compare and evaluate offers from suppliers
- Negotiate contract terms of agreement and pricing
- Track orders and ensure timely delivery
- Follow up the Qc team to review quality of purchased products
- Updating the internal sheets on timely basis (i.e. sharing the Po, Getting the delivery date, and confirmation of delivery)
- Maintain updated records of purchase products, delivery information and invoice
- Coordinate with plant person to ensure the proper storage
- Maintaining the track of stock level and place orders as needed.
- Also following up the timely payment process as per the terms

**Previous Work Experience:**

Company Name : Aladian Homestyles Pvt Ltd

Department : Operations

Designation : Admin

Period : 10.08.2017 to 30.10.2020

**Aladian Ventures Pvt Ltd:**

Aladian Ventures is an incorporated company. It is authorized master franchisee of Phifer Mosquito Screens, the World's No.1 brand in insect's screens and sun control market. They have successfully introduced the concept of aesthetic yet ample protection for homes and offices from the menace of mosquitoes. Our franchisee network spans the entire southern market and currently expanding the footprints across parts of the country.

**Key Responsibilities:**

- Preparing the sales data on daily basis and updating the live tracker
- Arranging the travel plan for ASM, Executive and Technician. Booking the tickets and accommodation for employees accordingly.
- Preparing the report in PPT & Excel for weekly review meeting.
- Raising the sales and purchase invoices in tally and maintaining the Incomes and Expenses data and following the payments.
- Raising the Purchase order and handling the complaints.
- Closing the cash voucher in tally
- Marinating the file for each employee as per the travel plan.
- Closing the attendance and biometric
- Making the salary report for end of the Month.
- And supporting the accounts team in passing the entries.

**Previous Work Experience:**

Company Name : Conduit Worldwide Trading (India) Pvt Ltd

Department : Ecommerce

Designation : Ecommerce Executive

Period : 11.01.2016 to 31.07.2017

**Woodpecker Furniture:**

Woodpecker Furniture was birthed to bring in a fresh breath of air to the consumers. Yes the Woodpecker Furniture was created to bring in plethora of choices at a very genuine price to adorn the space thirsty and steeply priced homes of today. And yes, also backing it up with a professional after-sales-service.

- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and application

- Check the order in flip kart an amazon and have a record of the order of the customer.
- Uploading photos is portal of flipkart and amazon.
- Portal & pricing updating in flipkart and amazon.
- Checking the delivery of the product on time to the customer
- Updating complain of the customer and have track of the complaint.
- Maintains customer records by updating account information.
- Raising the sales order in Tally.

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

### **Aircel:**

Aircel is India's fifth largest and fastest growing GSM mobile service provider with a subscriber base of 65.1 million. Aircel is a pan India operator with a presence across 23 circles. The company offers voice & data services ranging from postpaid and prepaid plans, 2G and 3G services, Broadband Wireless Access (BWA), Long Term Evolution (LTE) to Value-Added-Services (VAS). In addition to providing premium internet access solutions to facilitate data intensive live streaming applications, the company has also paved the way to be amongst the first to offer 3G and 4G LTE services to customers.

### **Work Experience:**

Company Name : Aircel

Department : Customer Service

Designation : Customer Service Executive Front office)

Period : 10.12.2013 to 15.11.2015

### **Key Responsibilities:**

- Making the bill payment for customers and raising the service request.
- Assigned the tasks of handling customer queries, feedback. Complaints, and request.
- Researched and complied answers to provide information to customers.
- Handled the tasks of making outbound sales for new and existing customer.
- Handled the tasks of recording and scrutinizing the complaints received from customers.
- Attending the incoming and outgoing calls, same transferred to the concern department.
- Bills Receiving and handover to concern person, coordinating with the back office staff.
- Receiving & Sending Couriers, posts and give the same to the concern person.
- Take care of the stationery's items and at the same time guiding the house keeping also.

### **CAMS:**

CAMS (Computer Age Management Services) is India's premier Mutual Fund Transfer Agency serving over 60% of assets of the industry across 15 Mutual Funds. Leveraging superior technology, CAMS brings several innovative services to Mutual Fund investors and distributors.

Besides Mutual Funds, CAMS is a service partner to leading Insurance companies, Banks, NBFCs and Private Equity Funds.

With 25 years of experience as an integral part of the Indian Financial infrastructure, CAMS has built a

significant reputation as a Transfer Agency to the Asset Management Industry of India and more recently as a technology enabled service solutions partner to Private Life Insurance, Private Equity Funds, Banks, Non-Banking Finance Companies. Besides serving as B2B solutions partner, CAMS brings a unique ability of a B2C to serve the end customers through a variety touch points such as pan India network of Service centers, White Label Call center, and White Label Online Services.

**Previous Work Experience:**

Company Name : CAMS (Computer Age Management Services Pvt Ltd)

Department : DSP Black Rock Mutual Funds

Designation : Customer Service

Period : 11.06.2012 to 15.06.2013

**Key Responsibilities:**

- Updating the customer details like change of bank, address, signature, name, nominee etc.
- Checking the customer query resolving as per TAT.
- Preparing daily report on daily basis.
- Generating the PIN for Online process

**Educational Qualification:**

Under Graduation : B.Com General (Bachelor of Commerce)

Institution : J.B.A.S College for Women (University of Madras)

Year of Passing : 2012

**Technical Skills:**

- ❖ Tally ERP9
- ❖ MS-office.

**Personal Strength:**

- Flexible, attention to detail and ability to learn quickly.
- Possess excellent listening and responding skills.
- Ability to handle multiple tasks and solve customer queries efficiently.
- Ability to build and maintain good relationship with customer

**Personal Information:**

Husband's Name : Naveed Ahmed

Date of Birth : 06.02.1992

Sex : Female

Marital Status : Married

Nationality : Indian

Religion : Muslim

Linguistic Proficiency : English, Urdu, Hindi, Tamil

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

knowledge.

Place: Chennai

Date

Signature

(Shahida B)