

SAJID ASIF SHAIKH

Telecommunication / customer service.

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**PROFESSIONAL SUMMARY**

**TELECOMMUNICATION / CUSTOMER SERVICE PROVIDER** with more than 3+ years of increasing responsibilities in technical leadership, computer technology, and business critical management.Experties

In communicating with the customers and maintaining relations.

Maintaining inventory. Able to maintain customer services accurately.

**CAREER OBJECTIVE**

To become a reliable customer service provider who will be able to assist the company or organization towards achieving its mission & goals.

**EMPLOYMENT EXPERIENCE**

**RELIANCE TELECOMMUNICATION INDUSTRY**

Telecom industry / Team leader 2014-2016

Key responsibilities: Maintain inventory and provides customer service, while providing information about the services and new offers.

Assist with telephone duties.

Assist with customer service inquiries.

**VODAFONE CUSTOMER SERVICE PROVIDER**

ONLINE CUSTOMER PROBLEMS SOLVING COMPANY (OCPS) / 2016-2017

Key responsibilities: Managed and recorded all leads from outbound calls.

Attended 100 to 150 calls a day.

Help customer queries.

Responding to customer problems.

**QUALIFICATIONS**

**GRADUATED / B.COM** (Banking, accounting, marketing and finance).

WILLIAM CAREY UNIVERSITY / 69.43%

**HIGHER SECONDARY SCHOOL**

REENA MEHTA COLLEGE / 60.00%

**SECONDARY SCHOOL**

QUEEN MARY`S HIGH SCHOOL / 61.00%

**TECHINICAL EXPERTIES**

1. Typing speed 41 WPM.
2. Completed TALLY-ERP9 curse.
3. Proficient in working with internet.
4. Proficient with Microsoft office (word, excel, PowerPoint etc).

**ACHIEVEMENT**

1. No holiday award 2nd place /2016.
2. Problem solving executive for the month -

 Bonus 2016.

**PROFESSIONAL SKILLS**

1. Quick learner and good interpersonal skills.
2. Good at finding fast and effective solutions to various problems.
3. Very organized and disciplined.
4. Respectful, well-mannered and punctual.
5. Having knowledge of UAE laws and familiar with the routes of UAE.

**OTHER INFORMATION**

**UAE CAR LICENCE HOLDER: 2429591.**

Visa validity: Nov 2017 to Dec 2019

DOB: 04th JUNE 1996.

**LANGUAGE KNOWN**

English (fluent in writing and speaking).

Urdu (fluent in writing and speaking).

Hindi (fluent in writing and specking).