

Shaik Tazuddin
Senior Process Executive - STAR India

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Shaik-Tazuddin/1366179051f145eb](https://www.indeed.com/r/Shaik-Tazuddin/1366179051f145eb)

To establish myself as a sincere and honest employee in a challenging organization by using my attitude and learning, thus enhancing my skills along with the growth of the organization.

WORK EXPERIENCE

Senior Process Executive

STAR India - Bengaluru, Karnataka -

November 2017 to Present

Senior Process Executive - Cisco Client

STAR EMEAR & US:

- Creating Dart ID from the requested details and configuring products with appropriate pricing & discounts.
- Responsible for managing and analyzing backlog for the European countries with especial attention to France, Spain, United Kingdom, Italy, Sweden, Slovakia, Israel, Germany.
- Reviewing quality figures, counts and Q flow monthly to ensure the targets are met.
- Making report and C-SAT presentation regarding process for business development.
- Immediate action on customer queries and escalations in order to meet quality standards.
- To ensure 100% closure to all the customer queries, SLA adherence for self-productivity and quality.
- Resolving issue and escalated cases for Europe and US countries.
- Giving training for the new folks and support to quality team.
- Overlap checking for the deals and AM assignment.
- Promoted as SME where the responsibilities are to handle the team in the absence of Manager OR Team Lead and assigning the Work to the folks.

STAR- ANZ:

Star ANZ deals with the direct partners of Cisco and the indirect distributors from the Australia and New Zealand, where they require deal ids for their transactions to purchase the products from cisco.

These direct partners and the distributors contacts us to create the deal ids with the products, quantity, end user and partners name and the discount.

Star ANZ with all these creates the deal ids with the approval of account managers of the cisco of the respected account with the help of the various tools provided by cisco for example- CCW, SFDC, sales force etc.

And contacting all the requesters through emails and through chat.

STAR- INDIA:

Star India deals with the Direct partners and the Account managers of the Cisco. Deal ids created will be created as per the request from the partners and the Account managers for ordering purpose of the Cisco products and the same will be informed to them through E-mail or Chat or through Phone.

<https://www.indeed.com/r/Shaik-Tazuddin/1366179051f145eb?isid=rex-download&ikw=download-top&co=IN>

Senior process executive at Infosys bpm limited

Infosys BPM - Bangalore Rural, Karnataka -

November 2015 to Present

Deal management

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November 2015 to October 2016

EDUCATION

B.Com in C.A

S.V University - Tirupati, Andhra Pradesh

2015

Education, A.P

Margadarshi Junior College

2012

SSC

Board Of Secondary Education

2010

SKILLS

HTML (Less than 1 year), MS OFFICE (Less than 1 year), Tally (Less than 1 year)

ADDITIONAL INFORMATION

COMPUTER SKILLS

Packages: MS Office, HTML, TALLY

PERSONAL STRENGTHS

➤ Dedication towards work.

- Quick learner and self motivated.
- Good Communication Skills and Personality.
- Positive attitude.
- Willing to spend more time.