



Shahanaz G

E-Commerce Catalog Manager

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.



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Coimbatore



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SKILLS

Mapping Data

Categorize Products

Google Analytics

People Skills

Problem Solving

Document Management

MS Office Shorthand

Relationship Building

Conflict Resolution

Project Coordination

Creative Thinking

Computer Skills

Time Management

Interpersonal Communication

Customer Service

Analytical Thinking

Problem Solving

Attention to Detail

Multitasking

Data Analysis



WORK EXPERIENCE

Data Analyst - E-Commerce Catalog Mapping

Vserve E-Business Solutions

06/2022 - 08/2023,

Coimbatore, India

Achievements/Tasks

- Used to create a mapping between one catalog and another catalog or between a catalog and the root item class.
- Keeping things as simple as possible, planning the entire process of data selection, collection, analysis and use from the start and ensuring that any data collected is valid, reliable and credible.

Loan Coordinator

I-Process Services (ICICI Bank)

06/2019 - 04/2021,

Coimbatore, India

Achievements/Tasks

- Examine, evaluate, or process Personal loan and business loan applications.
- Appraise loan applicants - Finding out customers information about their income any debt they have.
- Research on each applicant to assess their credit standing, income data and any other information that may affect their ability to take out a loan.
- Following up with clients to ensure that any important points are clarified and they have all the information they need before the loan is final.
- Approve, reject, or coordinate the approval or rejection of lines Business loans and Regularly work with accounting software.
- Answer customers' questions, and provide information on procedures or policies.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.



WORK EXPERIENCE

Retail Portfolio Manager

HDB Financial Services

03/2016 - 11/2017,

Coimbatore, India

Achievements/Tasks

- Tracked individuals with overdue bills and request payments through telephone.
- Tracking techniques and strategies to collect personal information of customers with outstanding debts.
- Negotiate extended payment plans and best course of actions for customers seeking to avoid further debts.
- Offer clients several payment options and arrange for the prompt repayment of balances.
- Communicate with management and other team members about methods and strategies to ensure a positive rate of customers agreeing to repay their debts.
- Use software to keep detailed notes regarding conversations with customers and outcomes.



EDUCATION

Bachelor of Science - Computer Technology

Bharathiar University

04/2012 - 05/2015.

Coimbatore, India



LANGUAGES

English

Full Professional Proficiency

Tamil

Full Professional Proficiency

Hindi

Professional Working Proficiency



INTERESTS

Music

Travel

Mehandi

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

Place : Coimbatore

Date :

[SHAHANAZ G]