Shahina Sheikh

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Professional Summary

Ambitious and a detail-oriented professional with an experience of 7 years in Sales, specialized in Unsecured Business Loans. Transitioning to a Full Stack Developer role, leveraging knowledge and skills to develop innovative web applications, with a sound knowledge in Front-end and Back-end technologies.

Professional Experience

Lendingkart Finance Ltd., as Senior Relationship Associate : April 2019 – March2024

Role:

- Manage client's requirements and monitoring loan process till disbursement
- Works on lead given by DSA and Channel partners
- Oversee and manage the on-boarding of new client relationships and the ongoing servicing of those relationship.
- Develop close partnership with multiple groups to expand existing relationship
- Making report for assign lead source and communicating concern to management team
- Assist in the negotiation and resolution of significant client issues
- Coach and train new DSA and Channel partners
- Provide specific assistance to assigned partners for outside joint calling to plan and execute strategies for retaining customers and clients
- Build relationship with DSA and new Channel partners
- Maintaining existing client's relationship and identify new business opportunity

Lendingkart Finance Ltd., Ahmedabad, Gujarat as Loan Specialist : Oct 2017 – April 2019

Role:

- Keep track of plans for marketing and sales execution
- Develop and oversee loan disbursements, documentation and report along with obtaining credit and financial information as required
- Capable of decision making on the basis of customer eligibility criteria
- Resolving product or service problems by clarifying customer's complaint, determined the cause of the problem, selected and explained the best solution to solve the problem, expedited correction or adjustment, followed up to ensure resolution

Motif India Pvt. Ltd., Ahmedabad, Gujarat as Customer Care Representative for Make My Trip: Sept 2016- Sept 2017

Role:

- Ensured that in-house guests were guided and had a wonderful stay in the hotel.
- Managed accounts of the existing client with an aim to extend business and create future partnerships with them
- Ensured prompt reply to customer's problem after booking of hotel
- Resolving product or service problems by clarifying customer's complaint, determined the cause of the problem, selected and explained the best solution to solve the problem, expedited correction or adjustment, followed up to ensure resolution

Education

2016   B.E. IT from Dr. Babasaheb Ambedkar College Of Engineering & Research, Nagpur (8.2 CGPA)

Projects

Food Delivery Web Application

Developed a full stack food delivery platform to provide a seamless food ordering experience.

- **Technology Used:** React, Node.js, Express, MongoDB

E-commerce Web Application

Developed a full stack e-commerce platform to provide a seamless shopping experience.

- **Technology Used:** React, Node.js, Express, MongoDB

Skills

- Frontend:
  HTML, CSS, JavaScript, React,
- Backend:
  Node.js, Express
- Database:
  MongoDB
- Tools:
  Git, GitHub
- Soft skills
  Problem solving, Time management, Adaptability, Continuous Learning

Additional

Certificates & Training: Online course on Full Stack Web Development from UpGrad

Awards: Employee of the year at LK, Got first rank in math from university in 2015

Language: Hindi, English, Marathi,Gujrati