

Faizan Shaikh

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I have two years of experience as a Software Support Executive.

Additionally, I have over one year of experience in project management as a Project Associate.

PROFESSIONAL EXPERIENCE

Human Media Consultancy

01/19 – 01/21

Software Support Executive

- Provided software support services including new product installation, product updates installation, migrations for major software releases, proactive and reactive on-site services, and support for custom application or infrastructure software
- Took inbound calls, answered questions efficiently and effectively, and inputted data into the CRM system

Actionedge Research Services LLP

01/22 – present

Project Associate

- Handled various projects while adhering to project timelines, scope, quota, and performance risk to ensure client satisfaction
- Designed and streamlined data collection projects (both qualitative and quantitative) via CATI/CAWI/P2WSA
- Launched projects using intermediate processes involving KO calls with the client, designing the project, Project Plan and POA, training, fieldwork team, and proactively sharing feedback from pilot results
- Coordinated and trained Quality Analyst to ensure strong quality control check
- Projected survey outcomes and conclusions while spotting anomalies in data trends at early stage of project based on initial fielding results
- Took feedback from clients and provided updates/status of project to ensure their overall delight, confirming requisite are met along with overall expectations

EDUCATION

Lok Manya College

06/19 – 06/22

B.Com – B

- Completed graduation in Commerce in 2022

PROJECTS

Market Research Projects

01/22 – present

- Assisted the Project Manager in managing 40+ Market Research Projects within 1+ year of my tenure at my current company

KEY SKILLS

- Adaptability

- Problem-solving
- Teamwork
- Good Communication
- Project Management
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INTERESTS

- Poetry
- Writing
- Learning languages