



MD ARSHE ALAM

Process Associate (Language Expert-Arabic, English, Hindi, and Urdu)

Expert with interpersonal skills and passionate to learn and develop technical skills.

✉ arshealam1994@gmail.com

☎ 9897179986

📍 Shaikpet, Hyderabad, India

WORK EXPERIENCE

Process Associate

Genpact India Pvt. Ltd.

03/2022 - Present

Hyderabad

Achievements/Tasks

- Provide resolution to maintain standards of quality
- Review content and provide resolution based on prescribed guidelines
- Recognize trends and patterns and raise issues timely
- Provide insights to help improve the support to the users
- Maintain a thorough understanding of processes and policies
- Provide excellent customer service to our customers

Sales & Marketing Executive

Bajaj Motor Mobile Pvt. Ltd.

08/2021 - 02/2022

Hyderabad

Achievements/Tasks

- Contributing to the development of marketing strategies
- Tracking sales data to ensure the company meets sales quotas.
- Answering client queries about product specifications and uses.
- Maintaining client relations.
- Creating and presenting sales performance reports.

EDUCATION

B.A. (Hons.)

Aligarh Muslim University

07/2015 - 06/2018

India

Courses

- Political Science
- Urdu
- ENglish

Intermediate

Aligarh Muslim University

02/2014 - 03/2015

India

Courses

- Arts

Aalmiyah

Darul Uloom Nadwatul Ulama

04/2006 - 04/2014

Lucknow

Courses

- Arabic Literature
- Urdu Literature
- Interpretation
- Comparative Study

SKILLS

Interpersonal Skills

Documentation

Power point

Excel

Word

Risk Management

Trust & Safety

CERTIFICATIONS

Certificate in Translation (01/2015 - 01/2017)

- Advance Diploma in Arabic to English Translation

Advanced Diploma in Arabic language
(01/2016 - 01/2020)

- Functional and Modern Arabic Language

ACHIEVEMENTS

CCC (09/2018 - 12/2018)

Govt. of India

LANGUAGES

Arabic

Full Professional Proficiency

English

Full Professional Proficiency

Persian

Full Professional Proficiency

Urdu

Full Professional Proficiency

Urdu

Full Professional Proficiency

INTERESTS

Article Writing

Cricket