Samir Shaikh

Email - [samiromana@gmail.com](mailto:samiromana@gmail.com)

Mobile - 8980212860

Name -Samir Shaikh

Sex - Male

Marital Status -Married

Nationality - Indian

Career Objective

* To seek constant growth by working diligently with the employer(s) and invite the challenges to enhance my confidence and to be more efficient.

Academic Background Bachelor

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | Board/Uni. | Year Of Passing | Percentage |
| F.Y.B.A. | Guj.Uni | March - 2005 | 58.14 % |
| S.Y.B.A. | Guj.Uni | March - 2006 | 54.14 % |
| T.Y.B.A. | Guj.Uni | April - 2007 | Second |

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | Board/Uni. | Year Of Passing | Percentage |
| FY.B.com | CBSC | 2017 | 68.14% |
| S.Y. B.com | CBSC | 2018 | 62.42% |
| T.Y.B.com | CBSC | 2021 | Second |

Additionally

* Currently, I am pursuing M.com as an external student.
* I have done a day workshop to learn the basics of Android through Prakshal Institute.

Work Experience

* All these companies are the best that I have ever worked for and learned professionalism

and working ethics while my tenure.

Advantmed (Out Sourcing PVT . LTD.) Since 17th Feb 2010 to 13 Feb 2015

(Duration 5 Years)

Jr Client Coordinator

Record Flow is the leading BPO/KPO in Ahmadabad and they are known for their excellence In Health Industry.

Their major part of the job was to retrieve medical records from the facilities (Hospitals) Across the United State of America and code the records as per the insurance companies’

Requirement to renew insurance plans of patients.

Key Accomplishments:

My Major role was to sort out the calling data through MS excel and set it the next day

Calling schedule as per the process and adhere callers to follow up on particular cases,

Wherein records are ready to be collected.

Infibeam.com Since 2nd March 2015 to 30th October 2019 (Duration: 4 Years 7 Months)

Sr Customer Service Representative

The company scored extremely well in IPO (Initial Public Offering) and foothold in the IT

Sector which is an unprecedented example.

Infibeam.com (e-commerce) is the trendsetter and founder of the E-commerce industry in

India!

Key Accomplishments:

With infibeam.com my job role was to answer customers' queries via email and assist them to resolve their issues/queries/complaints in an explicit period of time.

Paperchase Pvt. Ltd Since 4th November 2019 to 24th March 2021

(1.5 years)

Jr Client Coordinator

Paperchase is a veteran organization serving financial services. They are predominantly

In the restaurants business, Paperchase has a huge window of clientele.

I had been assigned to answer incoming and outgoing calls of clients/vendors and resolve

Queries in a timely manner with 100% satisfaction.

The organization has 500+ employees working with various departments and duties.

Zobone BPO Pvt. Ltd Since 2nd June 2021 (Current Job)

Sr Client Coordinator

Zobone Pvt Ltd has its expertise in Property Management. They have a healthy clientele, whom they serve.

My job profile is to take care of the maintenance of the leased property by our client(s) and take accountability to fix the issues/damages in a timely manner.

Hobbies And Interest

* Photography
* Bike Riding
* Yoga
* Cooking

Personal Skills

I always keep a positive approach under pressure and keen to resolve issues with the Help of the provided assistance/resources.

Flexibility, problem-solving abilities, good communication with an attitude to be a competitive team player.

Computer Competencies

- Well versed with MS Excel (Intermediate)

- Well versed with MS Word

- Well versed with the Internet

- PowerPoint

- Knowledge of HTML & WordPress (Basic) MySQL

I sincerely thank you for your precious time and look forward to work with you, to add fruitfully

Experience to my resume and enrich my knowledge.

Samir Shaikh