

MOHAMMED SAJID SHAIKH

Address:- 2814, 3rd floor,

Opp. Vishwa bharti High School, Shahpur Mill Compound, Ahmedabad – 380001.

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Objective:-

To pursue a challenging and growing career with an innovative environment where I can enhance my skills and can give my best to fulfill the goals of the company and prove my abilities.

Additional Skills:-

- MS Power Point, MS Excel, MS Word
- Knowledge of Internet
- Part time data entry work (like novel writing, add posting, html work and etc.)

Achievements:-

- Certified for Excelerate awards for the best target oriented and consistent performer for the quarter.
- Certified for the training on “Customer Delight” by Dale Carnegie.
- Many times got “Call of the day” for best communication
- Achieved runners-up Trophy in Vodafone in Official Carom Tournament

PROFESSIONALEXPERIENCE:-

Organization	:	Rao Consultants Private Limited
Period	:	Rejoin 19 th Oct' 2020 to till date & (18 th Mar' 2019 to 04 th Mar' 2020)
Profile	:	Quality & Compliance – Sr. Process Auditor

RESONSIBILITIES:-

- Prepared SOP of various department
- Auditing process as per the SOP and finding the errors
- Auditing Foreign Education, Permanent Resident, Coaching, Admin, IT, Non-Immigration Service, Front Desk and other departments
- Sending report to the management to the concern department after every Audit
- Visiting to different branches of Rao in Bapunagar, Maningaar, Bopal & HUE for auditing purpose
- Checking Agreement properly filled by the client and counselor
- Conducting training and calibration for the CSE on quality parameter
- Sharing feedback on real time to the counselor, Admin and other process owner for the improvement.
- Auditing Inbound and outbound calls and provide appropriate feedback on errors identify during the calls to improve quality.
- Auditing CRM Inquiries & Registration of client.
- Doing analysis on data base.
- Achieve the targets within timeframes provided by company.

Organization : Qatar Airways
Period : 05th Mar' 2020 to 16th Oct' 2020
Profile : Customer Service Agent

RESONSIBILITIES:-

- Handling Privilege member of Qatar Airways
 - Replying to the emails or service request of the member
 - Handling member's queries on call and provided appropriate resolution as per members query.
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Organization : Aussizz Group
Period : 01st May' 2017 to 16 Mar' 2019
Profile : Quality & Compliance – Process Auditor

RESONSIBILITIES:-

- Auditing Inbound and outbound calls and provide appropriate feedback on errors identify during the calls to improve quality.
 - Conducting training and Calibration for CSE and explained the quality parameter.
 - Conducting CRM training of New Joiner's.
 - Taking care of mock session.
 - Auditing documents like client agreement, 956 Form, LOA, invoice and etc.
 - Auditing CRM Inquiries & Registration of client
 - Auditing Admission records for commission claimed or not (Accounting data)
 - Sending inquiry trend report to every branches
 - Auditing CRM Inquiries & Registration of client.
 - Doing analysis on data base.
 - Achieve the targets within timeframes provided by company.
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Organization : First Source Pvt. Limited (Bank of Baroda)
Period : 05th Dec, 2016 to 29th April, 2017
Profile : Quality Analyst

RESONSIBILITIES:-

- Auditing Inbound calls and provide appropriate feedback on errors identify during the calls to improve quality.
- Conducting training and Calibration for CSE and explained the quality parameter.
- Conducting intervention for New CSE and taking care of mock session and dipstick on floor.

Organization : Vodafone
Period : 30th May, 2016 to 4th Nov, 2016
Profile : Quality Analyst

RESPONSIBILITIES:-

- Auditing Inbound calls and provide appropriate feedback on errors identify during the calls to improve quality.
 - Conducting training and Calibration for CSE and explained the quality parameter.
 - Conducting intervention for New CSE.
 - Taking care of mock session and dipstick on floor.
 - Achieve the targets within timeframes provided by company.
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Organization : Kotak Securities Ltd.
Period : 02nd Feb, 2012 to 29th May, 2016
Profile : Deputy Manager (Quality Analyst)

RESPONSIBILITIES:-

- Auditing Inbound/Outbound Calls, Email and escalations. Provide appropriate feedback on errors identify during the calls or email to improve quality.
 - Conducting training and Calibration for new OJT CSE and explained the quality parameter.
 - Taking care of mock session and dipstick on floor.
 - Handling the team of 8 to 10 Agents in Operation Department.
 - Preparing Score card (KRA) of the agents for the incentives.
 - Handling NRI clients and resolving all their concerns.
 - Handling PMS clients and resolving all their concerns.
 - Placing order in Mutual funds, IPO, Equity, Derivatives and Currency.
 - Helping Offline clients related to accounts issue.
 - Ensuring self-involvement in dealing with Online clients and preferred to be able to bring values to company.
 - Achieve the targets within timeframes provided by company.
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Organization : Aegis Ltd.
Period : 4th June, 2007 to 10th May, 2010
Profile : Customer Care Executive

RESPONSIBILITIES:-

- Making outcalls for collection of mobile bill payment with Quality.
 - Giving the service if client face any dispute in bill.
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Organization : Magus Ltd.

Period : 1st May, 2006 to 3rd June, 2007

Profile : Customer Care Executive

RESONSIBILITIES:-

- Handling inbound Calls in Hutch (prepaid and post-paid customers)
 - Resolving all the customer queries like. Network, balance deduction, service related, call charges issue, recharges, VAS services and etc.
 - Solving the bill disputes, plans related, bill not received and etc.
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EDUCATION & QUALIFICATION

- Bachelor of Commerce from Gujarat University in 2013.
- H.S.C Passed with second class in 2003.
- S.S.C Passed with second class in 2001.

STRENGTHS

- Possess a flexible, learning and detail-oriented attitude.
- Creative mind with committed leadership qualities.
- I have the ability to handle any kind of situation.
- Good Communication Skills and command over language.
- Ability to work under pressure. Ready for any challenges

PERSONAL DETAILS

Name : Mohammed Sajid Shaikh

Father Name : Mohammed Salim Shaikh

Sex : Male

D.O.B : 24th July, 1986

Marital Status : Married

Nationality : Indian

Language Known : English, Hindi, Gujarati

Hobbies : Playing Cricket and Travelling

Date:

Place: Ahmedabad

Sajid Shaikh