**FARIDAHMED QURAISHI**

3rd Floor, Ramnivas, Opp. Preyas High school,

Mill Compound, Shahpur, Ahmadabad – 380001

Mobile: 9998069125

**CAREER OBJECTIVE**

1. To seek a challenging growth oriented position in a progressive Company, where my skills are effectively utilized

**Qualification**

2009 T.Y. B. Com - Gujarat University (Advance Accountancy & Statistics)

**Personal Profile**

**Father’s Name**: Quraishi Gulam Mahiyuddin

**Date of Birth**: 8th May, 1989

**Marital Status**: Single

**Gender**: Male

**Languages Known**: Hindi, Gujarati, and English

**Work Experience**

**DHARTI INFOTECH PRIVATE LIMITED**

Designation: **Verification Officer**

Process: Education Loan

Time Period: Six months

Job Description: I have to do outbound calls to U.S. citizens and have to do

Counseling from them in regards to their alternative studies.

**Mphasis An HP Company**

Designation: **Prepaid Customer Service Assistant**

Process: Airtel Prepaid Customer Care

Time Period: 1year and 5 months

**Vodafone Essar Gujarat Ltd.**

Designation: **Prepaid Customer Service Assistant**

Process: Vodafone Prepaid

Time Period: 1year and 2 months

**Job Description:**

1. Ensuring achievement of daily targets & monthly targets.
2. Attending Prepaid Call for Gold & Premium Customers.
3. Attending Trade Calls
4. Online resolution of queries of customer.
5. Attending complaints regarding transmission, value added service etc. and their follow ups.
6. Attended complaints of the customers and escalating it to the concerned department.

***Achievement as CSA***

1. Participated and won various Productivity contests.
2. Awarded as Best CSA in the entire Call Centre for internal call auditing in the month of May, 2007
3. Displayed a consistent performance in Internal Quality and maintained it at >89%