

CURRICULAM - VITAE

NOORDHEEN. M. I.

noordheen4u@gmail.com

+91-9994014827

PERSONAL PROFILE:

A dynamic, resourceful and energetic individual who is comfortable with being the 'go to' person for anything related to the smooth running of an organization. Much experienced in providing full administrative, Customer services and Project management support to colleagues in a busy work environment.

CAREER OBJECTIVE:

To be in top bracket of organization, utilize my potential to its maximum extent and thereby achieving my own as well as the organization's objectives.

WORK EXPERIENCE:

VFS GLOBAL, which is the leading visa and individual ID processing organization for various countries of the world.

AREAS OF EXPERTISE

Team management

Delegating tasks

Quality Control

Data management

Facilities management

Forward planning

- ❖ Worked as Deputy Manager (Operations) with the work experience of 8 Years in the organization.

ROLES IN THE ORGANIZATION:

- o Handled Germany mission Visa and Indian visa & Passports Project in Jeddah, Saudi Arabia.
- o Provides Concise and Quality customer service in a professional and courteous manner.
- o Present detailed information and responds to questions from managers and Customers.
- o Ensure that all arriving Customers/Applicants are provided with quality services.
- o Proactively Keeps up-to date on new procedures and policies.
- o Identifies the need to escalate the specific issues and follow through where necessary.
- o Keep update from Embassy/Consulate and make follow up.
- o Ensure that all call center queries has been solved.

PERSONAL SKILLS

Time Management

Reliable & Trustworthy

Communication Skills

Organizational Skills

Decision Making

Multitasking

KEY SKILLS AND COMPETENCIES:

- o Confident with basic office software packages (Word, Excel, PowerPoint, Outlook, etc.)
- o Comprehensive knowledge of equality and diversity.
- o Answering and Resolving queries, in a courteous and Confident manner.
- o Setting up new and effective systems and process.

- o Smart-working, very punctual and committed to the career.
- o Polite, well mannered & honest.
- o Strong analytical and problem solving abilities.

ACHIEVEMENTS IN THE ORGANIZATION:

- o Awarded for outstanding performer for the year 2014 and 2017.
- o Successor of Manager.
- o Successfully completed EXCELLENT CUSTOMER SERVICES conducted by Illinios board of higher education, Chicago, USA.
- o Best Performer award from Germany Consulate of Jeddah on 2017.
- o Process Enhancement.
- o Implemented various policies to increase the revenue and sales of the Organization.
- o Error Monitoring.

EDUCATIONAL QUALIFICATION:

Name of the University	Qualification/Mode	Year
Pondicherry University	M.B.A (International Business) - Distance Education	2012
Anna University	B.E (ECE) - Full Time	2010

ACADEMIC QUALIFICATION:

Name of Institution/Board	Qualification	Year
Danish Mission Hr. Sec. School	S.S.L.C	2004
Krishnasamy Memorial Polytechnic College	D.E.C.E	2007

INTERNSHIP/TRAINING:

- o Customer Services & Marketing skills training.
- o Attended training on Customer service & to handle Customer Complaints.

PERSONAL DATA:

Date of Birth : 24-02-1989
Gender : Male
Languages Known : Tamil (Read/Speak/Write)
English (Read/Speak/Write)
Arabic (Read/Speak)
Hindi-Urdu-Malayalam (Speak)
Address for Communication : No. 4/551, Fathimapuram 7th Street,
North Kattur, Trichy-620019.

Date: (NOORDHEEN)

Place: Trichy