CURRICULUM VITAE

SHABANA SULTANA

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**Objective :**

**To be part of an organization, which offers new and challenging assignments in order to improve my knowledge, sharpen my skills, there by helps me to acquire experience which supports me to fulfill my achievements.**

# PERSONAL DETAILS

NAME : SHABANA SULTANA

DATE OF BIRTH : 03.03.1992

GENDER : FEMALE.

NATIONALITY : INDIAN.

RELIGION : MUSLIM.

LANGUAGE PROFICIENCY : ENGLISH, HINDI & TELUGU

PERMANENT ADDRESS : HASMATHPET, ABRAR NAGAR, OLD BOWENPALLY, SEC-BAD. PIN NO. **:** 500011

CONTACT NUMBER : 8790846907/8309830221

E-MAIL ADDRESS : [shabanasultana7860@gmail.com](mailto:shabanasultana7860@gmail.com)

# EDUCATION QUALIFICATION:

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| --- | --- | --- |
| EXAMINATION | INSTITUTION | YEAR OF PASSING |
| S.S.C | ST, PAUL’S HIGH SCHOOL (HYD) | 2008 (72%) |
| INTERMEDIATE (C.E.C) | KASTURBA GANDHI JUNIOR  COLLEGE (HYD) | 2009-2011 |
| GRADUATION (B.A) | OSMANIA UNIVERSITY (P.G.R.C.D.E) (HYD) | 2015 |

**COMPUTER KNOWLEDGE:**

Application Software : MS Office (Word, Excel, PowerPoint) Operating System : Windows, Internet Knowledge

**HOBBIES** : LISTING SONGS, READING BOOKS AND WATCHING SOCIAL NETWORKING SITES.

# CAREER HISTORY:

1. Worked in “**SAINTECH SOFTWARE SOLUTION”** Agency (CREDIT CARD /WEBSITE PROCESS) as a Tele caller in the year of (2010 to 2011).
2. Worked as a Tele caller, Data entry operator and Customer Service Executive in

**“BLUE DART EXPRESS**” in the year of (2012 to 2015).

* Responding to all customer complaints or queries in an efficient manner.
* Managed daily shipments to customer and deliver the documents on time.

1. Worked in “**ECOM EXPRESS PRIVATE LIMITED**” joined date from (Nov 2015 to May 2020).
   1. Customer Service Executive
   2. EDS (Ecom Digital services) supervisor
   * D.C (Delivery center) validation as well as escalated issues to resolve and mailing process.
   * Supervisor of EDS and prepared Report /Follow up in Telangana/Hyderabad region.
   * Controlling the EDS staff to close the lead on slot time.

\*Responding to all customer complaints or queries in an efficient manner

* + Communicate effectively with customers/clients in order to maintain long term relationships.

4.Worked in “**SRI VAISHNAVI ENTERPRISES/ SRIDHARA GROUP**” as a MIS Executive joined date from (Nov 2020 to till date).

**STRENGTHS** : 1. Strong Determination to Succeed.

1. Quick learner
2. Work efficiently in a Team and Self motivational
3. Good communication skills and easily merge in a team, speaking effectively in public.

Declaration:

I hereby declare that all the above furnished Information is correct and true to the best of my knowledge.

# Sincerely,

**(SHABANA SULTANA)**