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**Aafreen Shaikh**

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| ***Career Objective:*** |

To be a part of dynamic, growth-oriented organization where performance is rewarded and have exposure for the development of the organization and myself too with the help of my hard work and dedication. I have the ability to lead projects and manage a team if given a chance. I have excellent communication skills and convincing ability. To pursue a career in an organization this provides a challenging work environment and allows me to grow in professionally.

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| ***Professional Skills:*** |

* I am excellent at interpersonal skills with the ability to communicate with people at various levels.
* Have a organizational skills and customer service orientation.
* I have ability to communicate effectively and establish excellent rapport with clientsfrom diverse socio-economic backgrounds.
* I am good with work ethic in delivering high-quality service to customers.
* Have adaptability and ability to work under pressure
* Clear enough to express my ideas and confident in speech.
* Able to act on initiative, identify opportunities and proactive in putting forward ideas and solutions.
* Proficient in MS Windows, MS Excel, MS PowerPoint, MS word and Photoshop.
* Typing at 35-45 w.p.m, E-mail, Internet, Filing and all routine office jobs.
* Certified from FatMu as a professional Make-up & SFX.

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| ***Work Experience:*** |

1. Worked as **'Makeup Artist and Retail Sales'** for **MAC Cosmetics** Mumbai, India from August 2017- June 2018.
2. Worked as **Character Make-Up Designer & SFX Head** for an **Indie Hindi Movie named ‘Ella’** in April 2017
3. Worked as **Front Office Assistant** in **J.W Marriott**, INDIA from December 2013 to June 2014

***Job Profile***

* Functioned as a receptionist wherein initial front office operations with clients are done and as well as manage multi-line phone system.
* Responded and attended to different complaints, service issues and other general questions or concerns.
* Responsible for managing guest, clients and candidates as well as for greeting and directing guest and staff.
* While on the job training I was trained as Guest relation Executive to greet/ welcome VIP guests.
* Responsible for maintaining Company confidential record as well for Check-in and Check-out.
* Organizing conferences & team get-togethers

1. Worked as **Sr. Customer Service Executive** in **Serco Global Services**, INDIA for Barclay Bank (UK process) from July 2012 to July 2013. It provides wide range of services in Banking and financial services.

***Job Profile***

* As Personal Banker for Barclays Bank, United Kingdom
* Handle customers bank account, transfer money from a primary account to secondary account or transfer to 3rd party account
* Increase business outcomes by prioritizing customer relationships and by instituting best-in-class sales practices as in to let the customers know about the eligibility for credit cards, loans or home insurance.
* In-depth knowledge of the methods, processes and techniques of providing best customer services.
* Comprehensive knowledge of call management, conflict resolution and cross-selling techniques.

1. Designation as **Customer Relation Advisor** in **3 Global Services**, INDIA from June 2011 to April 2012. It is an Australia and UK based company dealing with 3rd generation mobile technology. Worked with the Australian Customer Care, Billing and Activations.

***Job Profile***

* Solve customer queries on their post-paid plans bill, on network, data plans etc
* Provide retail support for 3G & Vodafone retailers with post paid plans.
* Provide Quality Management Support to the Business Department
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Preparing correspondence (letters/faxes/memos/presentations).
* Provide ad hoc support to the company as a whole by organizing meetings.
* Participates and provides expertise as a member of the customer service’s departmental team. The team's objectives are developed and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.

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| ***Educational Qualifications:*** |

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| **Qualification** | **Board/ University** | **Year of Passing** |
| M.Sc in Hospitality and Tourism Management | United Kingdom, PLYMOUTH | 2009-2010 |
| Graduate in Bachelor in Management Studies | India,  MUMBAI | 2006-2009 |

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| ***Personal Details:*** |

Date of Birth : 8th of September, 1988.

Nationality : Indian

Marital Status : Single

Driving License : Indian

Language Known : English and Hindi

Hobbies : Music, Travelling and Art.