**Zahid Kazi**

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# PROFESSIONAL EXPERIENCE

**Real-time Data Monitoring Executive** 2019 - Present

Interspence Solutions - Mumbai

* Monitoring Real-time Data coming from Client Applications
* Checking and maintaining Data in MS Excel
* Escalating and sending emails to Support Team for Technical issues
* Working on Multiple Screens and Applications to Monitor maximum work
* Contacting Overseas Team through Chat channel on Microsoft Teams

**Customer Relations Advisor - Back Office** 2017 - 2019

TechMahindra Business Services - Mumbai

* Out Calling and Answering Complaint Calls and providing resolution
* Used Salesforce Cloud Application and Oracle CRM for Customer information
* Maintaining Data in MIS and sending it to Manager on daily basis via MS Outlook

**Technical Support**

2016 - 2017

Wipro Services - Mumbai

* Solving Technical Queries on Call for UK region
* Troubleshooting the issue on remote screen

# EDUCATION

# BCom from Himalayan Gherwal University 2017 - 2020

**HSC from Maharashtra Board, India** 2013 - 2014

**SSC from Maharashtra Board, India** 2011 - 2012

# Technical Skills Language Skills

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| --- | --- |
| * Good in HTML and CSS * Basic in JS with ES6 version * Creating Dynamic Frontend with rest API’s * Contributed in Freelancing Project for Frontend with HTML, CSS & Bootstrap * Hands on Visual Studio Code | * English – able to speak, read and write accurately * Hindi and Marathi – able to speak, read and write accurately |