

# Zaid Ahmed S

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## Profile

Detail-oriented and adaptable professional with a strong foundation in operational processes. Skilled in analyzing and resolving issues to improve efficiency and ensure accuracy. A collaborative team player with excellent communication skills, adept at generating reports, updating process documentation, and delivering results that exceed expectations. Passionate about operational excellence and driving process improvements in dynamic, fast-paced environments.

## Education

### MCA (Pursuing - FINAL SEMESTER)

Measi Institute of Information Technology, Chennai

2023 - Present

### BCA (7.8 GPA)

Islamiah College (Autonomous), Vaniyambadi

2020 - 2023

### ADCA (7.8 GPA)

Jawa Computer Center, RGYCSM

2022 - 2023

## Skills

- Attention to detail and strong analytical skills
- Proficient in MS Office and basic computer applications
- Excellent verbal and written communication in English
- Flexible and adaptable to rotational shifts
- Fair understanding of project management techniques

## Key Achievements and Responsibilities

- Gained a thorough understanding of business and operational processes.
- Analyzed and resolved repetitive issues to improve process efficiency.
- Managed and updated process documents to ensure accuracy and compliance.
- Generated ad-hoc operational reports and supported escalations.
- Collaborated with team leads to shape training content and improve knowledge sharing.

## Additional Information

**Work Schedule:** Flexible, comfortable with rotational shifts (24x7 environment).

**Languages:** Fluent in English (written and verbal).