

CURRICULUM VITAE



SHADABKHAN

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Permanent address- 34/193 Loha Mandi Khati Para, Agra

Local address-

Panwali Kothi, Near Khwaja Garden

Darul Uns, House No. 63, Civil Lines, Aligarh

Objective: To work in a Globally Competitive Environment on challenging assignments that shall yield the twin benefits of the Job Satisfaction and a Steady-Paced Professional Growth. To meet the fierce competition during these lean times by being innovative and by proactive and finally to be the best, demand the best Get the best and be an asset for the organization.

SKILL

- Teamwork/Collaboration Sales Vision & Strategy Implementation
- Product Knowledge Business Development
- MS Office
- Customer Service
- Client Base Retention
- Time Management

WORKEXPERIENCE

1. **01st April-2023 to 31st Dec 2023: Credit & Collections- Agency Manager in Vodafone Idea Ltd. on the role of core telecom Agency Aligarh.**
2. **16th Aug. 2022 to 31st March 2023 . Credit&Collections-Agency Manager (Team Leader) in Vodafone India Ltd. on the role of SS Global Vodafone Agency, Agra**
3. **Nov-14-2014 to Aug-06-2016. Credit&Collections-Agency Manager in Vodafone India Ltd. on the role of SS Global Vodafone Agency, Agra**

JOBPROFILE:

- a. Collection related complaints & adjustments.
- b. Bill Cycle wise and Bucket wise collection monitoring
- c. Monitoring Agency Performance-MIS and Analysis.
- d. Responsible for resolving BNR complaints by co-ordination with bill distribution agency and ensure the resolution within TAT.
- e. Responsible for handling collection agency and manage collection.
- f. Responsible for Collection & Recovery through channels VS, VMS & ADVMS
- g. Resolution of customer queries comes from field channel.
- h. Manage Tele-calling and their productivity.
- i. Improvequalityofcollectionsbydevelopingalternatestategiesforqualitycollection.
- j. Adherence to code of conduct, motivation of the team.
- k. Personal Visits on High ARPU customers to settle out the case.
- l. Maintaining relations with privilege customers.
- m. Maintainingdaywisetargetin0buckets.

AREAS OF EXPERTISE

Channel Management Team Leading Performance Monitoring/Tracking Issue Resolution/De-escalation Collections with exposure of 3 Years in Credit and Collection with the proven track record while handling the team of 15-20 Field executives, telecallers, supervisors and handling agencies.

1. Jan-04-2017 to April-05-2022: Sales Executive/Customer Service Men's Shalimar Garments retail Store, Aligarh

JOB PROFILE:

- Experience Clothing Sales Associate who has experience selling European-styled clothing as well as American fashions. Adept at convincing clients to purchase full outfits, helping to fit children into high-quality clothing, and calming irate or disgruntled customers. Specializes in enhancing sales with a high level of customer service and finding exactly what the customer wants.
- Stays up to date on all domestic and international fashion trends
- Excellent communications skills
- Reliable employee
- Willing to work any shift and any day
- Always learns customer service policies
- Assisted in stocking the shelves with new products and replacing products that had been moved during the course of the day.
- Responsible for tracking sales and making sure the register was even at the end of the day.
- Given the responsibility of opening the store each morning.
- Responsible for sales and customer service issues.

EDUCATIONAL BACKGROUND

Graduation	:	B.A. from Aligarh Muslim University.
I.S.C	:	From SR Inter College, U.P. Board.
Matriculation	:	From Gayatri Public School U.P. Board.
Professional Qualification	:	Diploma in Computer Application from "Aligarh Muslim University"

PERSONAL DETAILS

Name	:	Shadab Khan
Father's Name	:	Ishtiyaq Uddin
Date of Birth	:	6 th March '1989
Gender	:	Male
Nationality	:	Indian
Marital status	:	Married

Declaration:

The above statements are true & correct to best of my knowledge and any information found to be false would be a sufficient cause to terminate my services during employment.

Date:

Place:

(Shadab Khan)