Mohd. Shariq Shamim



Department of Computer Science & Engineering

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**Profile Summary**

* Worked in **Essentrix Technologies Pvt.Ltd**. for **1 year**, **Experience** as a System Engineer.
* Work on **Windows Server**, **Microsoft Exchange**, **and Citrix Server** for creation of Network account, **Exchange Mailbox**, and account for much AS400 application.
* Working as a Global Team for issues relating to Creation/Modification/Termination of account and mailbox access for Employees.
* Creating Organization Units, Groups and Users and implementing Group policies as per the Customer request.
* Expertise at Lync account creation.
* Ability to communicate clearly & effectively.
* Goal oriented and ability to handle multiple tasks simultaneously.
* Excellent interpersonal skills, outstanding problem solving and decision making skills.

**Work Experience**

**1**

* **Company:** Essentrix Technologies Pvt.Ltd
* **Total Experience** **:** 1 year
* **Post:** System Engineer
* **Job Duration:** 1 Feb 2016 to 10Feb 2017

**2**

* **Company :** Jabong.com
* **Industry :** Online Retail store
* **Designation:** MIS Executive **(Finance Operations.)**
* **Total Experience:** Oct. 2014 to April 2015

**Role & Responsibility:**

* Responsible for all kind of refund processes.
* Movement of data for initiation of customer refunds.
* Refund initiation & Handling of payment gateway (CCAvenue & PayU & HDFC)
* Bulk upload of data for refunds.
* Part of refunds team and responsible for exchange and refund request related reports.
* Process customer’s refund via NEFT/Fund Transfer, Prepaid Modes, and Jabong voucher’s & Credits.
* To prepare case reports of the customers complain regarding refunds of amount.
* Responsible for exchange and refund request related reports.
* Monthly analysis of customer’s refund, loss incurred by company, COD & prepaid analysis, payment Gateway analysis, complaints & escalations analysis.
* Time to time reconciliation of work done by team members.
* Facilitate problem solving & collaboration on the floor.
* Contribute to staff appraisals & supervision process.

**Career Objective**

Seeking a position to utilize my skills and abilities in the industry that offers professional growth while being resourceful, innovative and flexible to learn and develop myself both professionally and personally.

**Academic qualifications**

* Bachelor of Technology in Computer Science & Engineering

Department of CSE, Integral University, Lucknow.

* Intermediate from U.P. Board

* High School from U.P. Board

**Subjects of Interest**

* DBMS
* Operating System
* OOPS

**Extra-curricular and achievements**

* Chief Organizer of various events in the University Fiesta.
* Member of the Computer Society of India (CSI)



**Academic Projects**

**B.Tech (Final Year Project)**

**Title:** Public Distribution system

**Guide:** *Anwar Sheikh*

**Technical & Computer Skills**

* Knowledge of programming languages like C, HTML, CSS, & SQL.
* Basic understanding of software’s tools like Matlab,
* Knowledge of working on MS-office and Latex.

**Workshops & Trainings**

* **Cetpa InfoTech PVT LTD**, Lucknow (June’12–July’12) Training on .Net using C#

**Personal Details**

* Date of birth : 10th April 1992
* Gender : Male
* Languages known : English, Hindi, Urdu
* Father’s name : Mr. Mohd.Shamim
* Mother’s name : Mrs. Hasbun Nisha
* Permanent Address : 551ka/334 Azad Nagar, Sanjay Gandhi Marg, Alambagh, Lucknow, UP

**Declaration**

I hereby declare that all the information given above is true and to the best of my knowledge

Date:

(Mohd. Shariq Shamim)

