

## CURRICULAM VITAE

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### Mujamil G Shaikh

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### **OBJECTIVE**

I am an adaptable and responsible graduate looking to work in an organization to utilize the organizational skills developed in the past 9 years of work experience. I am an accomplished and fluent communicator with strong investigation and problem-solving skills with knowledge on Customer service. I am passionate, reliable and a motivated individual ready to take up challenges to ensure profitability and sustainability to the business.

### **PROFESSIONAL EXPERIENCE**

- **UPS Logistics Private Limited**  
**Administrative Assistant**  
**08 February 2021– 04 July 2022**

#### **Responsibilities:**

- Worked as an administrative assistant - Back office.
- Created new accounts, made changes in existing accounts and cancelled accounts for shipping.
- Worked for Spain, Portugal and Poland country (Key in entry for all three countries).
- Worked on account summary reports on daily basis.
- Communicated with customers and clients via emails.

- **AffinityX**  
**Senior Associate**  
**23 December 2019 – 05 February 2021**

#### **Responsibilities:**

- Worked as a Senior Process Associate.
- Worked for order entry and management team.
- Worked on pricing adjustments, promo codes, shipping methods and freight terms.
- Created time tracking sheets.

- **ADP India Pvt. Ltd.**  
**Senior Associate**  
**30 October 2016 -13 July 2018**

### **Responsibilities**

- Worked as a Senior Payroll Associate.
- Processed Bi-Weekly Payroll.
- Worked on Additional/Out of sequence Payroll, Bonus Payroll, Adjustment Payroll.
- Worked on Service Request Management and pulling Data for the same.
- Doing Daily Audits for Hire, Rehire, Terminated, LOA RFL Employees.

- **EXL Services.com (I) Pvt. Ltd.**  
**Associate**  
**26 February 2013 - 23 March 2015**

#### **Responsibilities**

- Worked as an Associate.
- Worked for auto and home insurance teams.
- Checked customer's applications, customer's data, updated customer's details and confirm the coverage's as per US states insurance plan.
- Achieved 20 claims target, prepared billing status and number of coverages for every claim by end of the day.
- Communicated with Clients via E-mails.

- **WNS Global Services Pvt. Ltd.**  
**Associate**  
**05 July 2010 - 05 November 2012**

#### **Responsibilities**

- Worked as an Associate.
- Created schedules of flights, checked the available space and amended the flights for cargo bookings.
- Handled customer queries from around the world and booked cargo for individual customers.
- Gave information to customers via email about cargo booking, price and available flights.
- Worked for twelfth-largest cargo airline in the world

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#### **EDUCATIONAL SUMMARY**

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- **Bachelor's of Commerce** - SRTM University Maharashtra in 2007.
- **HSC** – Maharashtra Board in 2004
- **SSC** – Maharashtra Board in 2002.

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#### **SKILLS**

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- Reporting, presentation
- Process improvement, operations, risk assessment
- Customer & public relations
- Customer Service
- Technology aptitude – **MS Office**

#### **Strengths**

- Positive attitude towards work
- Fast Learner
- Willingness to take additional responsibilities

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#### **Languages Known**

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- English, Marathi and Hindi