

# JAFAR HASAN

## CONTACT INFORMATION:

**Phone: 9625405195 | Email: jafjun@gmail.com | Location: New Delhi**

## Objective

---

To secure a challenging and rewarding position leveraging my skills and experience, fostering growth and excellence.

## Experience

---

### Wipro

#### Senior CCR (Jul 2023 - Present)

- Conducted multiple trainings, leading huddles and process improvement initiatives.
- Built strong relationships with peers and team members.
- Effective leave and attendance management.
- Received client appreciations and delivered excellence.

#### CSR (June 22, 2022 – June 30, 2023)

- Consistently met CSAT, Quality, and VnA scores.
- Monitored customer feedback and developed corrective actions for service issues.
- Trained in multiple US domains. (HR services, Payroll, Health & Welfare, Tax reporting, 401k, Pension)

#### Public Relations Intern, TSS (45 days)

- Gained hands-on experience in public relations.
- Developed strong communication and interpersonal skills.

## Education

---

- Bachelor of Journalism and Mass Communication (BJMC), National Institute of Mass Communication, Delhi (2021)
- Higher Secondary Certificate (HSC), Reena Mehta College, Mumbai (2016)
- Indian Certificate of Secondary Education (ICSE), RBK School, Mumbai (2014)

## **About Me:**

Results-driven professional with strong work ethics, excellent communication skills, and leadership abilities, proficient in working under pressure and collaborating with teams.

---

## **Skills & abilities**

---

### **Tools:**

- MS Office (Excel, Word, PowerPoint)
- Workday
- Assist, JIRA
- Sharepoint
- Cognos
- Allegiance

### **Strengths:**

- Excellent communication and interpersonal skills
- Leader Time management and pressure handling
- Leadership and team management
- Thrives under pressure, delivering outstanding results
- Effective team player and leader