

Ayesha Tazin Moin Shaikh

Contact

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📍 Solapur

Personal Details

- Date of Birth : 23/08/1997
- Marital Status : Married
- Nationality : Indian

Skills

- Ability to multi-task, take initiative 100%
- and work independently with multiple stakeholders

- A can-do attitude with positive outlook, able to work under pressure

- An ability to solve complex problems with minimal guidance

- Meet quality standards on all handled contacts

- Team management 100%

- Attention to detail 100%

- Data analysis 80%

- Emotional intelligence 80%

- Ms Excel 80%

- PowerPoint 60%

Objective

Looking for a challenging role in a reputable organization to utilize my skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

Experience

- **Compucom** 02/02/2020-10/08/2022
L1-OPERATION ASSOCIATE

- My responsibility as an operation executive is to handle

Operation between the client on site and our organization. It includes creation of cases/tickets on the tools as per contract, providing updates of it via calls, emails and portal.

- Management of mailboxes, Portals to ensure all requests are actioned in a timely manner.
- Following up with clients to ensure the problem is resolved.
- Work on 60+ tickets daily
- Train new employee to understand the process.
- Assist SME in roster
- Organized fun activities for the
- Help other teams in high volume

Education

- **SSA** 11/06/2014
HSC
GPA
- **Vishwakarma Institute Of Technology** 11/07/2016
D Arch
GPA
- **Sangmeshwar College** 11/04/2019
Bachelor Of Computer Application
GPA

Certificate

- "A" grade in Computer Aided Designing.

- How to balance stress during work

Ayesha Tazin Moin Shaikh

Achievement & Awards

- Third prize in National level paper

presentation(2017)

- Second Rank at state level in Arch

Diploma

(2016)

Language

- English
- Hindi
- Urdu
- Arabic
- Marathi

Interests

- Cooking, helping people, explore new things

Activities

- Energetic Badminton player
- Creative craft making