

## **ShadabFirdous Shaikh**

B/13, Manokamna CHS. Plot no - 22,Mhada Malwani,  
Malad (West), Mumbai: -400095.

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**OBJECTIVE:** Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my Knowledge and Skills.

### **CAREER SYNOPSIS:**

- Worked with Teleperformance as Senior customer executive (back end) in Fidelity Information Services (FIS).process.(14 June 2023 to 31 August 2023)
- Worked with Teleperformance as Senior customer executive (back end) in Transunion process.(10th May 2019 to 5th October 2022)
- Worked with BC Examinations and English Services India Pvt. Ltd (British Council India) as Freelance Invigilator.(March 2019 to June 2021.
- Worked with CA Rahul Patankar and association, as Operation Executive for 2 years. (Associated with Dun & Bradstreet Information Services India Private Limited). (17th June 2017 to 31st March 2019)
- Worked with Chartered accountant as an Accountant for 3 years and 6 months(as freelancer from 2014 to 2017).

### **CAREER HIGHLIGHT:**

**Organization:-**Teleperformance as Senior customer executive (back end) in Fidelity Information Services (FIS).(14 June 2023 to August 2023)

Job profile:-

- Monitoring all source of consumer mortgage information as forwarded and requested.
- Updating mortgage information into the application of FIS.

**Organization:-**Teleperformance as Senior customer executive (back end) in Transunion process.(10th May 2019 to 5th October 2022)

Job profile:-

- Addressing the clients queries and updating the information in CRS system
- Managing the sensitive information related to clients document & Reports.
- Updating Banking details, mortgage, automobile, revolving account information Of clients in system.
- Monitoring all source of consumer information as forwarded and requested.
- Evaluates the credit score of the consumers in order to allow future financial related loan.
- Verifying CBR score (credit bureau report) of which falls in the category of TransUnion.
- Guiding the client in understanding the cause of the low scores & assisting to improve it.
- Preparing Credit report of client and publishing the same within timelines.

**Organization:** - CA Rahul Patankar and association. (Associated with Dun & Bradstreet Information Services India Private Limited). (17th June 2017 to till date)

Job Profile: -

- Examine a firm's investment portfolios and analyze the risk involved in associated decisions.
- Evaluation of financial data, such as balance sheets and income statements to determine the level of default risk, and preparation of a report for both the client and the lender for Siemens, teleflex, SABmiller, DXC, Medtronic, etc.
- Evaluates the credit score of the consumers in order to allow future financial related loan.
- Updating Banking details, mortgage, revolving account information Of clients in report.

### **KEY SKILLS:**

- Goal Oriented
- Quick Adapter
- Good communication Skills

- Hard and Smart working
- Ability to work under pressure

**ACADEMIC QUALIFICATION:**

- Graduated (TYBBI) from Mumbai University in 2016-17.
- H.S.C. from Maharashtra Board in 2013-14.
- S.S.C. from Maharashtra Board in 2011-12.

**ADDITIONAL QUALIFICATION:**

- K-Pro (Tally, Ms-Office, DTP, Corel Draw, introduction of animation) Course in Computers.

**PERSONAL DETAILS:**

Date of Birth: - 09th October 1996

Marital status: - Single

Contact no: - 8898187237 / 8169018311

Languages known: - English, Hindi, Marathi & Gujarati.

Hobbies: - Drawing, Dancing, Travelling and Reading

Sd/-

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