

CURRICULUM VITAE

Ms. HEENA KHAN

Bldg No.7/A Tower, Room no. 1004, 10th floor, Indradhanush Society, kannamwar nagar 2, Near Janata Market, Opp. 397 bus stop, Vikhroli (East), Mumbai 400083.

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PROFESSIONAL OBJECTIVE:

To work for an organization which provides me the opportunity to improve my skills and knowledge and to grow along with the organization objective.

EDUCATION:

S.S.C from Maharashtra board 2009.

H.S.C from Maharashtra board 2011.

T.Y.B.COM from Mumbai university 2015.

MBA in Project & Operations Management and Marketing Management from Swami Vivekanand Subharti University in 2020.

TECHNICAL QUALITIES:

Ccc+, basic MS word, MS excel, MS PowerPoint, MS Access

Tally ERP 9 for Masters

PERSONAL QUALITIES:

Highly motivated and eager to learn new things.

Ability to work as an individual as well as in a group.

Quick learner.

Good communication skills and Good explanation skills.

Have a quality for adopting new concepts of studies as well as responsibilities.

Easily get involved with new people.

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WORK EXPERIENCE:

Worked with:

1. Hexaware company - March 2018 to December 2018 - Process : Flipkart- Customer ServiceInbound calls.
2. Supr Infotech Pvt. Ltd. - March 2019 to January 2021 - Customer Service- Inbound/ Blended.
3. Platinum One -February 2021 to July 2021 - Pre-Sales for Kalpataru Real Estate- Inbound/ Outbound calls.
4. Teleperformance - August 2021 to April 2022 - Process : Flipkart - Inbound/ outbound/ Blended/ Social Media Escalations.
5. Zepto- Geddit Convenience Entity - May 2022 to January 2023 - Inbound/ outbound/ Blended/ Social Media Escalations.
6. **Gray Quest Education Finance Pvt. Ltd – February 2023 to September 2023 – Inside Sales Associate. –Inbound /Outbound – (currently working)**

PERSONAL PROFILE:

Name of father	:	Liaqat ali khan
Date of Birth	:	17/05/1993
Religion	:	Muslim
Nationality	:	Indian
Gender	:	Female
Marital Status	:	Single
Spoken Languages	:	English, Hindi

HOBBIES:

Interacting with people.

Listening Music

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: -

Date: -

HEENA KHAN