



# Shaik Ibrahim

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## DETAILS

Date / Place of birth  
01/01/1995  
Hyderabad, India

Nationality  
Indian

## SKILLS

Strong Communication Skills

Interpersonal Skills

Ability to Work Under Pressure

Fast Learner

Computer Skills

Adaptability

Critical Thinking

Creative Thinking

Effective Time Management

Critical thinking and problem solving

Hard Working

Dedicated team player

Multitasking Skills

## PROFILE

Seeking an opportunity in a reputed organization that offers enhancement of my knowledge and challenging environment so as to grow along with the objectives of the organization.

## EMPLOYMENT HISTORY

### Associate, Data Management – Leave at Amazon

September 2021 – Present

#### Data Management-Leaves:

Working on US region.

- Working extensively on cases and providing resolution to the employee time card leave issues by prioritizing the age and resolving them within SLA.
- Resolved the issues through tickets dealing with employees punch issues, pay codes and UPT balances.
- Have been working on FMLA/PRS/MIL leaves through DALI services.

#### Roles and Responsibilities:

- Good in handling all the queues in the Process.
- Always been a back bone to the team if there is any support needed.
- Extended support in reaching out to other teams to resolve their queries.
- Adhere to defined processes and ensure delivery in accordance with set quality standards and customer experience.

Amazon Tools: PeopleSoft, Mytime, Contact Tool, Trouble Ticketing, DALI, payroll Central, ADP.

### Associate at Wipro

September 2020 – August 2021

#### Client: Google/Way Mo SDC

Working with Way Mo mapping operations and a part of the pilot batch. Roles Labeller, Qcer Way Mo is an autonomous car development company spun out of Google's parent company.

#### Roles & Responsibilities:

- Working on an Artificial Intelligence Driverless Car.

## LANGUAGES

English

Hindi

Telugu

Urdu

- Labeling the frames with multiple Classes and Attributes.
- Tagging different classes with attributes to detect objects for driverless car design
- Rendering quality service to our clients, vendors and candidates as well.
- Maintaining Excel report of my daily submissions.

## EDUCATION

### Anas Model High School, with Aggregate 60%

2012

(SSC)

### CEC at Presidency Junior College , with Aggregate 740

2012 — 2014

(APBIE)

### B. Com (Computers Application) at Presidency Degree College, with Aggregate 983 CGPA

2014 — 2017

(Osmania University)

### MBA at Presidency School of Management, with Aggregate 5.4 CGPA

2017 — 2019

(Osmania University)

## TECHNICAL SKILLS

- Microsoft Office
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Basic Computer Skills
- Proficiency in Typing

## PERSONAL STRENGTHS

- Proficiency in gathering, evaluating, and utilizing information from various sources.
- Efficient organization and prioritization of tasks to meet deadlines.
- Ability to analyze data and information to solve business problems.
- Effective written and verbal communication skills for professional settings.
- Proficiency in basic mathematical concepts and calculations related to business.

## ACHIEVEMENTS

- Took ownership and nominated myself to work on extra tickets.
- Volunteered for several 6th days when there is a business requirement.
- Checking the SLA tickets on day to day basis.

## EXTRA-CURRICULAR ACTIVITIES

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Volunteered in many office Programs.

## HOBBIES

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Travelling, Reading Holy Book, Exploring New Foods

## DECLARATION

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I hereby declare that all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness. I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

Shaik Ibrahim

