

Shifa Zafarullah Mahadik

3/16 You & I CHS. LTD.,
Model Town, 4 Bungalows,
Andheri (W), Mumbai-400053.
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Career Objective

Looking for an organization where I can enhance my knowledge, gain experience and from my academic learning give my best to the organization.

Education Details

Qualification	Specialization	Board / University	Year	Marks
Post Graduation	Management	Mumbai University	2018	CGPI : 6.88
Graduation	Accounts	Mumbai University	2015	CGPA : 4.73
HSC	-	Maharashtra Board	2012	56.33%
SSC	-	Maharashtra Board	2010	77.45%

Additional Qualification

- **Post Graduate Certificate in Banking** from AIIM EduSys Pvt. Ltd.
- **Proficiency Certificate in Computer Application** from Bombay YMCA Vocational Training Centre.

Strengths

- Self Motivated and Determined
- Ability to finish work on time.
- Hard working and Team Player

Professional Experience

HDFC Ltd.

Duration : June 19 – November 22

Designation : Customer Service Executive

Work Profile :

- Handling walk-in customers for their queries regarding the home loan taken by them. Like repayment of loan, documents submission, certificate for income tax, change in term or mode of repayment etc.
- Coordinating between departments for solving those queries.
- Sending mails for follow up and get the queries solved at the earliest.
- Maintain data base of those queries and generate MIS reports.
- Manage administrative job regarding stationery, couriers etc.

Blue Hat Consultants Pvt. Ltd.**Duration : April 18 – November 18****Designation : HR Associate****Work Profile :**

- Understanding the client requirements.
- Checking the internal database, portal, reference pulling.
- Matching the data with the requirement.
- Screening and short listing of candidate's profile.
- Post screening follow up and interview scheduling.
- Coordinating with candidates.
- Follow up with the candidates from the interview till the time of joining.
- Be in contact with the candidate after joining for retention.
- Maintaining client coordination and relationships.

Muthoot Fincorp Ltd.**Duration : November 15 – August 16****Designation : Customer Service Executive –Joint Custodian (second line to Branch Manager)****Work Profile :**

- Assisting Branch Manager
- Safe Custody of Valuable
- Handling day to day Branch Operations
- During Job rotation-role's played by me :
 - A) Gold Appraiser : Checking Gold Ornaments and Valuation for Loan
 - B) Cashier : Handling Cash and maintenance of Cash Book/Retention Limit
 - C) Front Desk Executive : Interaction with Customers and ensure their Satisfaction, processing Daily reports
- Maintenance of Branch Records
- Process of MTSS /Forex Transactions

Personal Details

- **Date of birth** : 13.03.1995
- **Language known** : English, Hindi, Marathi
- **Marital status** : Single