

RESUME

SHABANA FARATH

H.No. 8-3-228/678/1/A

Rahtmath nagar

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CAREER OBJECTIVE

To make maximum Utilization of opportunities by excelling my skills and knowledge in the area where it can be applicable, not missing an opportunity for learning, gaining experience and working as a part of a group collectively striving for growth of the organization.

BASIC ACADEMIC CREDENTIALS

Qualification Board/University Year

Percentage

MBA Abhinav hitex collage 2018 87%

Degree (B.com

Computer application) Prathibha Degree & collage 2016 85%

Intermediate Sri Chaitanya Jr College 2013 83% SSC LR Kishore High School 2011 85%

WORK EXPERIENCE

- **Worked as a Insurance Advisor in ICICI Lombard for 6 months Roles and responsibilities: Receive incoming calls from customer and guide them regarding the renewal process and influence them to purchase personal accidental policy.**

Roles and responsibilities : Take escalation mail from customer, make outgoing call to customer and explain the issue and provide the solution to customer.

- **Worked in Escalation department in Tata business support service for one**

year and 2 months.

- Worked as senior analyst for 1 year 6 months in virtusa for google ads process.

Roles and responsibilities : we use to write description line for the SL text within 70 words without spelling and Grammatical mistakes.

Worked In Incnut pvt limited as customer support executive for 10 months.

Roles and responsibilities: we use to respond to customer mails based on there queries related to products, complaints, delivery status etc.

Working with ironlogic company

- Complete voice process
- Handle customer queries and guide them with a card related issues, benefits etc
- Help customers with card lost and new card...

STRENGTH

- Quick Learner
- Good Communication Skills
- Hardworking Nature
- Self Confidence

PERSONAL PROFILE

Father Name: Mohammed Saleem

Date Of Birth: 29/09/1995

Gender : Female

Nationality: Indian

Marital Status : Single

Languages known : Telugu Hindi & English

DECLARATION:

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Hyderabad (shabana farath) Date: