

**Nafees Sultana**

Mobile: (+91) 9642852066

6300977076

Email: [nafees09nabiha@gmail.com](mailto:nafees09nabiha@gmail.com)

## **OBJECTIVE**

---

I would like to work with a highly esteemed company which gives me a platform to use my expertise and skills for mutual growth and benefit of company and myself.

## **Profile:**

---

- 1. Worked in IIFL Gold Loans for 6 months**
  - 2. Worked in Maulana Azad Urdu University for (2014-2015)**
  - 3. Worked in Nlife Capital General Insurance for (2011-2014)**
  - 4. Working in E Procurement Technologies Pvt.Limited. (2016-2019)**
  - 5. Extelesi.com (2020-2022)**
  - 6. Skill Gigs.Com (June 2022-Till date)**
- 

## **Professional Summary:**

### **Work Experience**

1. Organization : **IIFL**  
Designation : **Customer Care**  
Project Details : **Gold Loans**

### Responsibilities:

- Solving Customer Issues.

2. Organisation : **Maulana Azad Urdu University**

Designation : **System Operator**

Responsibilities:

- Storing Students Data in System
- Checking original documents for smooth admissions.

3. Organisation : **Nlife Capital**

Designation : **operations ( Backend process)**

Responsibilities:

- Sending payment Quotation through Mail and making online Payment through IVR
- Creating the payment report in Excel & Generating online vehicle policy

4. Organisation : **E Procurement Technologies Pvt .Ltd.**

Designation : **Implement & Support Executive.**

Responsibilities :

- Handling the Software related Complaints escalated to support Help Desk
- Arranging training session, support and guidance for Buyer / vendor for participating (Bidding) for etendering..
- Providing Onsite support at Buyer's / User's end for e-tendering (Tender Creation/ Evaluation)
- Vendor Support for enrollment and solving various issues while submission of tender □  
Tender, Creation, Tender Opening, Tender Submission, Tender Pre-Post Service etc.

5. Organisation : **Extelesi. Com**

Designation : **CHAT Process (Customer Care Representative)**

Responsibilities :

- **Handling customer queries on Web Chat, E-mails and Social Media.**
- Educate current and potential customers with product and service information. Maintain accurate customer records.
- Identify and escalate priority issues to the Team Leader and Ops Team

Organisation : **Skillgigs.com**

Designation : **Talent Scout, MarketPlace Executive.**

Responsibilities :

- Sourcing specific recruitment techniques for active talents in the IT domain.
- Being responsible for sourcing the talents in finding their perfect job match.
- Created content,executed it and measured the points using blogging,e-mail marketing and More
- Co-ordinating and determining selection criteria and sourcing the potential of IT talents on social media platforms,

---

**Operating Systems**

- Ms Office 2010
- Web & Social Skills & Trouble shooting
- Emails & All

**Education :**

- 
- Degree from B.com from Womens Degree College (2<sup>nd</sup> year Discontinued)
  - Board of Intermediate Education from Vignan junior college with 60% in 2004-2005.
  - Secondary School Education from Jyothi Model High School With 63% in 2003

**PERSONAL DETAILS**

---

Date of Birth – 31 /10/1986

Sex	–	Female
Nationality	–	Indian
Marital Status	–	Married
Languages Known	–	English, Telugu, Hindi, urdu
Permanent Address	–	Osmania University ,Hyderabad
Pin code	–	500007

---

### **DECLARATION**

All the particulars furnished are true to the best of my knowledge. Testimonials in support will be presented as and when required

**(NAFEES SULTANA)**