

CURRICULUM VITAE

PERSONAL INFORMATION

Name	Nazima Khatun
Father's Name	Shahmohammad
Date of Birth	7 th November 1982
Gender	Female
Marital Status	Single
Religion	Muslim
Place of Birth	Delhi

CAREER OBJECTIVE

To continue my career with an organization that will utilize my MANAGEMENT, SUPERVISION, and ADMINISTRATIVE skills to benefit mutual growth and success. To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my business experience to the fullest. I am currently looking for a position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

Educational Qualification

- Senior Secondary School (12th), Sarvodaya Kanya Vidyalaya New Delhi (CBSE Board)
- Secondary School (10th) Sarvodaya Kanya Vidyalaya New Delhi (CBSE Board)

Qualification

- Bachelore of Arts From Delhi University (Second Division)

Technical Qualification

- Diploma in Basic Computer

Experience

- Worked in Aegis BPO as **Customer Care Executive** 1 year and 6 months.
- Worked in Solids Handling Engineering as **Computer Operator** 1 year and 10 Months.
- Worked in Infocom Network Ltd. (Tradeindia.com) as **Subject Matter Expert** 6 years and 2 months.

Skills

- Experienced in handling national and international buyers & corporate buyers through Chats & mails interms of their buy requirements and providing them right information related to buyers and suppliers.
- Handled complete e-sourcing projects on behalf of clients by generating RFI/RFQ (Request for Information, Request for Quotation), contacting suppliers, negotiating buyer's terms and conditions with the supplier.
- Aware to clients for website usage, supplier search,account handling, profile verification and activation, etc.
- Client satisfaction enhancement by client management, client complaint handling and resolution by using various communication points like phone, chat and mails.
- Evaluation of supplier by gathering client's feedback from buyer's in terms of product quality &share their feedback to concerned department to help in development.
- Handled escalation calls shared by the team.
- Made reports of daily mailer's sent or target achieved by the team and also kept a record of various reports.

- Reply to e-mail queries and manage other correspondence.
- Handled the team of 15 members.
- Responsible for the managing reports related to roasters, systems related issues, process training and other requirements for the team.
- Generate daily/weekly and monthly reports of the process and report to Manager.

Achievement

- Win best performer certificate three time
- Win Trophy for best performer in the Department

Strengths

- Punctuality
- Adaptability
- Work in any circumstances

Passport Details

Passport No.	U7474425
Place of Issue	Delhi
Date of Issue	28/12/2021
Date of Expiry	27/12/2031
Contact No.	+91 9650802053
E-mail ID	aaarn1512@gmail.com
Permanet Address	H. No. 148, Sainik Enclave, Sec – 2, Near Krishna Public School Mohan Garden New Delhi-110059 (India)