



# SHAFIA SULTHANA

Hyderabad , India

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## Skills

Fast Learner

Leadership

Ability to Multitask

Customer Service

Adaptability

Problem Solving

Computer Skills

Communication

Customer Relations

## Achievements

1. Got selected in the contest of “Accenture Innovation Jockeys” which was held by Accenture on Aug-2016 generating new ideas of technology
2. Good at Team handling  
-been a Team leader for Mini and Major project in Engineering.
3. Certified in C
4. Certified in Data Camp in completing the python for data
5. Certified in NASCOMM foundation and GTT completing life skills training

## Profile

*To succeed in the growth of career and acquire opportunities for challenging position with self satisfaction.*

## Employment History

**Technology Operations Analyst, Wellsfargo solutions Pvt ltd, Hyderabad**

April 2021 — Present

- Handling the Wellsfargo employees of USA, Philippines and solving the issues technically using application and tools
- Assisting the new hires through onboarding with laptop setup
- Asses user needs and recommend changes
- Strong verbal and written communication skills in English
- Proficiency in Email writing
- Friendly and professional attitude
- Ability to work effectively in a cross- team environment
- Proven success in problem analysis and evaluation of complex queries
- Technical challenges that require a depth evaluation and direction conducted to resolve
- Ticketing the details or call log once the call or chat is done
- Re-open the ticket if it isn't resolved and place on priority
- Handling applications and hardware support dealing with the issues related to printer, scanner, check scanner , docking station , headset , cables, Multi monitors
- Line of business: Corporate,Lending, Mortgage , Retail, Wholesale
- Maintaining AHT and FCR as per norms
- Working on password reset, Access related issues, Unlock , enable and disable the user profile, Asset replacement, Equipment return
- Database related queries like mainframe, hogan, BETA, Reflection sessions, store vision platform, Messaging and mobility queries on Outlook,Teams,Zoom

## Languages

English

Urdu

Telugu

Hindi

- Handling tools like service now, Cisco Jabber, Western Union, iTop, CARS, Moneygram, Dealertrack, SharePoint, CRS-C and B, WARP, Automated password service, Password vault, Workday, OKTA and HYPR through Android and Windows, Director of VDI, Windows, Wave Desktop, VDI like Oxmoor and Shoreview
- Proficiency in Microsoft tools like Excel, OneNote, Visio and Word
- Working on retail branch and escalate for the technician visit or bank support of next level.
- Passing confidential initial screens like FDE and SecureDoc
- Install or uninstall required software from Software Centre and Cosmic Centre through admin credentials
- Route or escalate the issue to the next level if it isn't resolved over call or chat
- Escalate to field tech support for the technician to work on specific groups of India, Philippines, USA
- Guiding the user to place equipment replacement through e-procurement team
- Work on tool like New ITSD
- Check the status of request order placed
- Completion of Microsoft Azure training is an add-on
- Resolve the VDI, HCPA, driver related queries
- Maintaining the NPS score with employee satisfaction
- Adhere to the policies of organisation
- Make sure to resolve and satisfy the service with maintaining standards as a Tech Analyst
- Hitting Quality score of 95%
- Ability to work in rotational shifts
- Additionally, managing the team tracker of attendance and reset the passwords lost by the team mates for the use of ongoing tools.
- Taking the initiation to work and help for the team betterment together
- Meet the yearly requirements for achieving the compensation hike.
- Flexibility to adapt new changes and explore in the field of knowledge.

## Technical Associate, Tech Mahindra , Hyderabad

July 2020 — February 2021

- Handling US and Canada users, worked for Verizon process
- Strong verbal and written skills in English
- Proficiency in Email writing
- Supporting and resolving the queries of the clients
- To pitch the users to upgrade the broadband plan for better package and subscription

- 100% Customer satisfaction
- Solving billing related queries
- Establish standards for personal performance and customer service
- Working on tools like soft phone, Verizon tool, Profile check
- Adhere to the policies of organisation
- Maintain the quality score of 98%
- Ability to adapt new changes

### **Sales and Marketing Associate, GreyCampus Edutech Pvt ltd, Hyderabad**

May 2018 — September 2019

- Support users and clients of USA, Canada, APAC regions and Arab countries
- Try to promote the product of courses like ITL, PMP, Six Sigma, Networking courses, Database courses, Microsoft , programming levels
- Work on chat and calls parallelly
- Very strong verbal and written skills in English
- Multi-tasking
- Follow up leads and turn into revenue sales
- Negotiate with the pricing and schedule demo-classes
- Work on group and single clients
- Good at handling tools like, zoho and service now
- Focus on resolution and advice as per use needs
- Establish standards of personnel performance and customer service
- Formulate, direct and indirect sales
- Working on advertising and promotion with managers
- Advice on the betterment of revenue and sales
- Customer satisfaction
- Quality score of 95%
- Proficiency in Email writing
- Achieving incentives and bonus

## **Education**

**Bachelors in computer science and technology, Marri Laxman Reddy institute of technology and management , Hyderabad**

June 2014 — May 2018

First class with distinction- 72%

**Intermediate-MPC, Sri Gayatri junior college, Hyderabad**

June 2012 — May 2014

With 75.7%

**10th board SSC, Dr.KKR's Gowtham Concept school, Hyderabad**

June 2011 — May 2012

With 80%

**Italy (2019-2020)**

September 2019 — June 2020

Have been to Italy to pursue Masters in Information Technology in Rome Tor Vergata university in Rome but had to return to my home country during Pandemic.