**Resume**

* **Umra Gulshan**
* Email: umraaz.gulshan89@gmail.com
* Mobile: 7676696622
* **Objective**
* To look forward for an opportunity to make a unique identity in this huge and competitive industry and to emerge as a successful team leader & contribute to the success of the organization with hard work, dedication, motivation, dynamism and integrity.
* **Professional Synopsis**
* Almost **6 Years** of experience in Tele calling and Backend Processes.
* 1-Worked in **Purva Associates [CPV Agency]** as a Tele caller and backendprocess for 2 years.
* Experienced to do HDFC Credit cards verification.
* Used to maintain MIS Report of IDEA (Prepaid) for the purpose of Tele calling verification on a regular basis.
* 2-Worked in **Bandwidth Pvt Ltd**. as Customer Support Executive and in backend process 2.6 years.
* Experienced in handling Life Cycle Management in Airtel Telemedia including Customer support and Payment collection.
* Used to provide Back end support for field executives.
* 3- Worked in Lakshya Konnextions as MIS executive for 1year.
* 4- Worked in Reliance Communications PVT LTD as back end executive for 7 Months.
* **Training Programs**
* Have undertaken training on English Typewriting.
* **Computer Skills**
* Conversant with computer, internet and relevant software like Office XP.
* **Personal Skill set**

|  |  |
| --- | --- |
| * Handling computers | * YES |
| * Communication and interacting skills. | * YES |
| * Leadership and learning skills | * YES |
| * Team Work and Motivational Skills | * YES |
| * Writing Skills | * YES |

* **Educational Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| * **Course** | * **Institute** | * **University/Board** | * **%** |
| * SSLC | * Sharada Stree Samaja | * Karnataka State Secondary Education Board | * 69% |
| * PUC | * Surana IND College | * Karnataka PU Board | * 45% |

* **Strengths**
* Very well organized and comfortable working in a multi tasking project oriented environment while a highly effective team player who understands the value of working together towards a common goal. Possess good verbal and written communication abilities. Quick Learner and stable.
* **Personal Details**
* Name : Umra Gulshan
* Father’s Name : Shahid Altaf
* Husband Name : Abdul Mudassir
* DOB : 11-04-1992
* Language Proficiency : Good Command on English,Hindi and Kannada.

[Spoken and Written]

* Communication Address : 3072, 4th cross, RajivNagar 1st stage, near Madegowda Circle Mysore - 570019
* **Declaration**
* I hereby declare that the above mentioned information is accurate and true to the best of my knowledge.
* Place: Mysore