**CURRICULUM VIATE**

**AFSANA F. SHAIKH**

Sr.No. 176/1/9,

Sadguru colony,Wakad Road, Chinchwad,

Pune: - 411033.

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**Objectives:**

“Working with Professional and Experienced people for enriching knowledge to gain real life experience.

**Summary:**

• Major strengths are familiarity with multiple software systems and Microsoft office.

• Comprehensive problem solving ability & readily accept challenges.

• Complaints Handling.

• Reporting.

**Key Skills:**

• Work As MIS Executive.

• Capability to resolve problem.

• **Entire Work Experience:**

• **Working as a Customer Care Manager In Sanjay Hyundai from Feb 27 2023 To Till date.**

**Job Responsibilities:**

• Report send to GM

• Google Sheet Reports.

• SMR Team Report

• DATA Analysis.

• Service Appointment Scheduling SA wise.

• PSF Calling.

• Complaints Report.

• CX Calling.

• CX Report.

• Concerns Closure.

• Feedback From Customers.

• Assist To SM and GM.

• **Worked as a Asst.Customer Care Manager In Garve Skoda From August To Jan-2021**

**Job Responsibilities:**

• Report send to GM

• Google Sheet Reports.

• SMR Team Report

• DATA Analysis.

• Service Appointment Scheduling SA wise.

• PSF Calling.

• Complaints Report.

• CX Calling.

• CX Report.

• IFB Report

• Concerns Closure.

• Feedback From Customers.

• Assist To CRM and SM.

**• Working as a Customer Care Manager In Kanase Hyundai Wheels Pvt.Ltd June 2021 To June 2022**

**Job Responsibilities:**

• Report send to Director.

• Google Sheet Reports of all department.

• Workshop Performance Report (Daily,Monthly,Yearly)

• SA performance Sheets Daily (TE,CE,SDD,RO Open/Close/Pending)

• SA performance Chart.

• Workshop Performance Chart.

• Concerns Closure.

• Tracking Of Inbound And Outbound Complaints.

• Service Appointment Scheduling.

• SMR Tracking Report.

• Feedback From Customers.

• Assist To SM & GM.

• Trained To new Employee.

• **Worked as A C.C.E In MY CAR PVT.LTD Sep 2014 To 5 Apr 2016**

• SMR calling

• DMS operation.

• Complaints Handling and Clouser.

• Reporting.

• **Worked As a Sr. Customer Care Executive/AS-DOS Auditor in Oxford Nissan Pvt.ltd. 25 March2013 To August2014**

**Job Responsibilities:-**

• JDP Customer Calling(PSF)

• Complaints Attending and forward to CRM

• Workshop Performance Report

• Mailing and maintain the customer DATA

• DATA management.

• Concerns Closure.

• AS-DOS Auditing.

**• Workes As a Customer Care executive in Silver Jubilee Motors Pvt.Ltd.(Mahindra )From Nov 2010 To 2013**

**Job Responsibilities:**

• MOP Report send to Director.

• Workshop Performance Report (Daily,Monthly,Yearly)

• SA performance Sheets Daily (TE,CE,SDD,RO Open/Close/Pending) ✔ MIS Reports.

• SA performance Chart.

• Workshop Performance Chart.

• Concerns Closure.

• SMR Calling.

• Service Appointment Scheduling

• Assist to CRM

**Academic Qualification**:

• Diploma In Computer Engineering Passed With first Class 64%.

• S.S.C. Passed with Second Class from S.V joshi High School High school Mumbai.

**Professional Qualification:**

• Computer Hardware And Networking

• MS-CIT

**Strengths:**

• Decision maker and patience

• Intend to deliver my best performance everytime

• Handling problems with Confident and Politely in Difficult Situation

**Co-curricular activities & achievements:**

✔ Participated in various cultural activities at school & college level.

✔ Participated in drawing competition at Maharashtra level in 1996.

✔ 1st prize in Maharashtra Rashtra Bhasha competition in 1999.

✔ Participated in singing competition

**Personal Details:**

**Name: Afsana Shaikh**

**Date Of Birth:-17 Oct 1988**

**Hobby: Reading, Singing,Travelling**

**Contact No:-9657920784**

Declaration I hereby declare that the above information produced by me is true to the best of my knowledge.

Afsana Shaikh