**AKEFA SIDDIQUI**

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**CAREER OBJECTIVE**

My objective is to dedicate utmost attention and concentration onto any endeavor I take up, manage all kinds of situation with my communication and interpersonal skills, put in my hard work and make use of my capabilities to achieve responsibilities given to me, to excel in any given job, build a successful career in a challenging environment that will utilize my knowledge and provides me promising career growth.

**PRIMARY SKILLS**

* Punctual and understanding.
* Active listening skills.
* Strong attention to detail and excellent proof reading skills.
* Ability to learn new technologies.
* Ability to grasp and apply new concepts quickly and effectively.
* Good knowledge of computers, its components and hardware.
* Having strong knowledge and understanding of accounting and management.
* Capable of performing development tasks with minimal supervision.
* Good communication skills.
* Good knowledge in MS Office (MS Excel).
* Typing speed 65 wpm.

**WORK EXPERIENCE**

**Compucom CSI India PVT LTD**

(Technical Support Associate) Jan 20223 – Till Present

* Provides Technical supports to the Clients.
* Helps in reso;vng queries related to Powershell, Outlook, Ad etc.
* Also provides accesses for new onboardings for AD, EPIC, ImageRight etc.
* Familiar with SNOW and ticketing.

Do have experience working different platforms like SNOW, Amazon client center, Freshchat.

**Amazon Development Centre** Jul 2021 – Dec 2021

(Technical Support/Device Support)

* Provided support related to technical issue of the customer.
* Requires an action-oriented, flexible problem-solver who will assist customers in resolving customers queries related to various Amazon products and content, in a timely and accurate manner.
* Device Associates at Amazon are excellent individual contributors capable of taking up tasks of test case execution from start to completion with minimal help. Device Associates would be responsible for understanding the product in detail, and updating the test case tool with test execution results.

**Mphasis** Nov 2020 – Jul 2021

(Customer Support Associate)

* Provided primary customer support to internal and external customers.
* Authenticate process to verify documents and provide approval for escalations.
* Solving issue and answering customer chats promptly to avoid on-hold wait times.
* Responded to customer requests for products, services and company information.
* Offered advice and assistance to customers, paying attention to special needs or wants.

**Nuance Transcription Services India Private Limited** Mar 2017 – June 2018 (Quality Analyst)

* Documenting patient records for healthcare providers across US Hospitals.
* Deliver 100% accuracy in medical reports processed.
* Run quality reports on jobs processed needing second level assistance.

**MModal Global Services India Private Limited** April 2015 – Feb 2017 (Quality Analyst)

* Documenting patient records for healthcare providers across US Hospitals.
* Deliver 100% accuracy in medical reports processed.
* Run quality reports on jobs processed needing second level assistance.

**EDUCATION**

**Graduate**

Bill Gates College of Computer Science and Management, Maharashtra

BBA